

# Calliseum v 5.0

## *Universal telephony platform user's manual*



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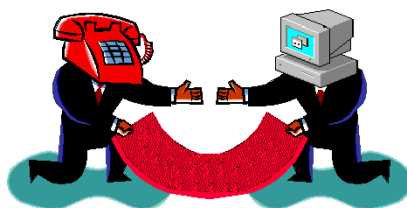


# Universal telephony platform

## **Artix Calliseum**

Version 5.0

For MS Windows



"Artix Line"

2014

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# 1 Introduction

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Universal telephony platform "Artix Calliseum" is a system integrating various phone services. The system can use both physical - analog, ISDN PRI, BRI, SS7, and virtual SIP and H.323 lines.

Predefined services:

- [Fax server ArtiFax](#)
- [Audio conferencing bridge InterCall](#)

## 1.1 Key features

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- **Various lines support.** The system supports analogue, E1, ISDN PRI, BRI, SS7, SIP, H.323 lines.
- **Various equipment support.** The system supports Dialogic, Eicon, Brooktrout, Pika boards.
- **Simple installation and configuration.** Friendly interface allows easily system configuring.
- **Basic phone services support.** The system has basic built-in phone services such as fax server, audio conferencing system and voice and fax mail.
- **Scripts support.** The system administrator can write various scripts, which gives the system high flexibility.
- **Reliability.** Long testing allowed making this system highly reliable, working as a server application or service during many months or even years without rebooting.
- **Mail handling.** The system works with email via POP3, SMTP and IMAP protocols. Extended MAPI integration allows connection to MS Exchange and Lotus Domino.
- **SMS handling.** The system is able to send and receive SMS messages via cell phones (GSM gateways) and SMPP servers.
- **Backup/restoration.** Manual and automatic database backing up and restoring.
- **Optical recognition (OCR).** The system is able to recognize fax image files on any language.
- **Text-to-Speech technology.** The system is able to generate voice files using text files on the base of Microsoft SAPI.

## 1.2 Fax Server ArtiFax

### 1.2.1 Description

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The main goal of the fax server is to centralize sending, receiving and storing fax documents. Client utilities that are mostly used by the fax server users are [User Agent](#), [User Agent Extended](#) and [Fax Send](#).

#### Incoming faxes

Incoming faxes are received as multi-page TIFF files, transformed to have a better view or another format (like PDF) and then placed to the users' mailboxes. Then these users can be notified using phones, faxes, emails or SMS. Faxes can be automatically printed, copied, recognized etc.

#### Outgoing faxes

Outgoing faxes are sent as multi-page TIFF files, converted from the user files of any format including MS Office and Adobe Acrobat files. User files can be sent to a fax server directly, using "virtual printer" or using email. The user can be notified about the sending process using phones, faxes, emails or SMS.

### 1.2.2 Key fax server features

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- **Email integration.** Full integration with email servers using POP3, SMTP and IMAP protocols for user mail and Extended MAPI protocol for corporate mail.

- **Database servers.** Built-in support of any Microsoft SQL Server starting from 2003 and newer, any Firebird starting from 2.5 and newer database servers.
- **Users synchronization.** Users can be imported from Active Directory.
- **Enterprise versions.** It is possible to use several fax servers with one database and several independent fax servers.
- **Virtual printer.** Faxes can be sent using "virtual printer" (PCL, PostScript or XPS) from any application under Windows x32 and x64.
- **Intellectual fax send handling.** Intellectual handling of outgoing faxes, including priorities and schedule. Preliminary voice response handling.
- **Various file formats.** Fax server can prepare outgoing faxes from many file formats including all image, MS Office and Adobe Acrobat files. These files can be attached to email message and then sent to a fax server.
- **Fax broadcasting.** One fax can be sent to multiple destinations.
- **Address books.** Fax server is able to work with different address books with both internal and external, connected to Active Directory, external databases or text files.
- **Backing up/Restoring.** Automatic and manual backing up and restoring of all incoming and outgoing fax messages.
- **Notifications.** Various notification methods for a new incoming or outgoing fax message including email, phone, fax or SMS. The fax can also be printed or copied with a new name.
- **Users grouping.** Fax messages can be seen and handled by any user of a group.

## 1.3 Audio Conferencing Bridge

### 1.3.1 Description

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The main goal of the audio conferencing bridge is to connect many (up to 500) conferees per server and to allow them talking to each other. Client utility that is used by the audio conferencing users is [Audio Conference Client](#).

### 1.3.2 Key audio conference bridge features

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- **Various line types.** The system is able to conduct audio conferences using analogue, ISDN PRI, SIP, H.323 and SS7 lines up to 500 conferees per server.
- **Various ways of starting the audio conference.** A user can start an audio conference using a PC or a phone.
- **Various ways of managing the audio conference.** A user can control the audio conference using a PC or a phone.
- **Conferees notification.** The audio conference bridge is able to gather the conferees using outgoing calls
- **Incoming calls handling.** A conferee can enter the conference making call back to the bridge.
- **Conference security.** A conferee may be required authentication before entering the conference. Conferees have different conference privileges.
- **Conference schedule.** The conference can be started automatically by schedule.
- **Conference recording.** The conference can be recorded to an audio file.
- **Conference reports.** A user can prepare and export finished conference statistics or listen to the recorded conference through a sound card.
- **Conferee control.** Conferees are able to control their status settings like audio volume or activity mode.
- **Sub conferences.** Sub conference can be created for private talk of some conferees.
- **Multiple users handling.** Multiple user access to audio conference bridge resources. The users are able to create their own users and conferences.



- **Operator edition.** Administrator can specify the maximum allowable number of active conferees for a user.
- **Echo cancellation and AGC.** Echo cancellation and automatic gain control for all conferees.
- **Visual active talkers.** The system can show three actually speaking conferees in online mode.

## 1.4 System requirements

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- **Computer.** Any modern PC.
- **Operation system.** Any MS Windows starting from XP SP3 and higher.
- **Hardware.** Dialogic or Pika boards.
- **Software.** Dialogic HMP software.

## 1.5 Additional information

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Additional information can be obtained from "Artix Line" by phones or emails.

Tel.: +7 (495) 669-3951

Fax: +7 (495) 669-3951

Web: [www.artixline.com](http://www.artixline.com)

## 2 Installation

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### 2.1 Server part installation (required)

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To install and run the server software Windows “administrator” user rights are required. The installation starts with running “setup.exe” which installs the system and creates a new folder “Artix Calliseum” in the main Windows menu.

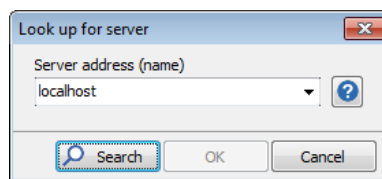
Then you can start “Administrator” utility.

### 2.2 Client part installation

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Client part is optional and can be used for using the system service from the remote PC. Installation is the same as of the [server part](#) though only client software modules are installed.

After the first start of any client application, the “Lookup for server” window shows up:



Here you must specify the name or IP-address of the Calliseum server, then click the “Search” button and if all goes well, the client application continues starting. At that time, the “Call Manager” utility must be running on the server side.

### 2.3 Text-To-Speech (TTS) engines installation

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If you wish to use TTS for creating audio files from text files, in most cases it is necessary to install third party TTS engines for audio synthesis working with MS SAPI 5.1 and higher. Many engines can be obtained from the Scansoft.

## 3 System modules

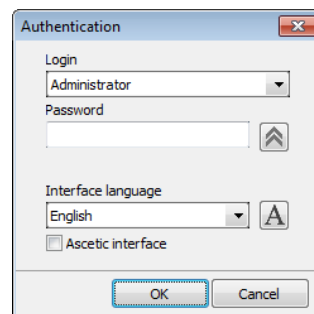
### 3.1 Administrator

*“Administrator”* is the main utility for configuring and managing users.

#### 3.1.1 First start

After the first start of the *“Administrator”*, it installs the Firebird database server, which can last for 5-15 seconds.

Further, the system displays the *“Authentication”* window where you can specify the *“Login”* and a *“Password”*, as well as additional parameters first hidden under the *“Hide”* button (⌵):

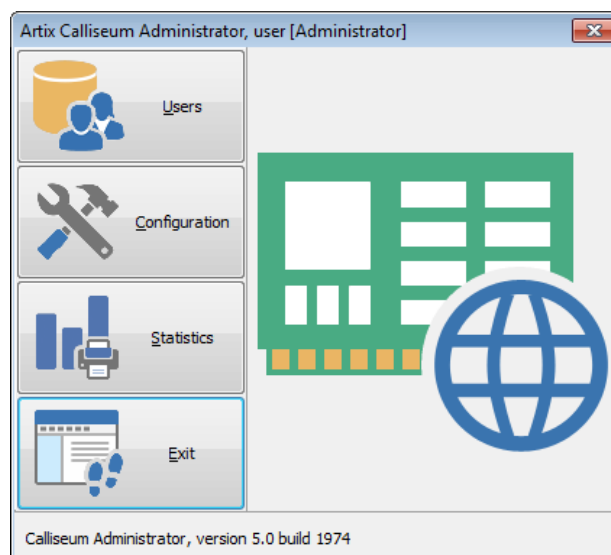


Initially, you may log in only as a built-in user *“Administrator”* with the *“Admin”* password (case-sensitive). It is recommended to change the password later to protect against unauthorized access to the system.

If the password is lost, only reinstallation can resolve the situation.

Additional options include *“Interface language”*, *“Font”* and *“Ascetic style”* which means that no images will be shown in the windows.

If everything is fine, *“Administrator”* main window will show up:



Buttons of the main window:

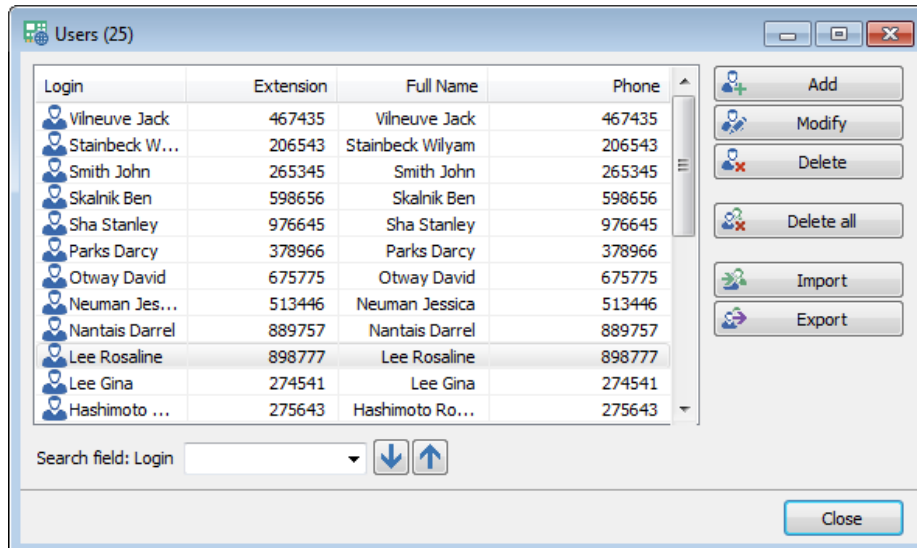
- **Users**. Opens the *“Users”* window where you can manage users, including importing.
- **Configuration**. Opens the *“Configuration”* window where you can configure all system settings.
- **Statistics**. Opens the *“Statistics”* window where you can prepare different statistics reports.
- **Exit**. Exits the system.

A detailed description will be given in the following chapters.

### 3.1.2 Users

#### Users management window

To manage the users list the “Users” window is used:



On the left side of the window, there is a list of users. On the right side, there are control buttons which actions are duplicated in the list context menu. These actions are:

- **Add**. Adds a new user.
- **Modify**. Modifies the selected user.
- **Delete**. Deletes the selected user.
- **Delete all**. Deletes all users.
- **Import**. Imports users from a text file or a database.
- **Export**. Exports users to a text or an HTML file.
- **Close**. Closes the window.

In addition, from the context menu, you can select visible columns or display “search field” input box for locating a user.

#### Add or modify users

To add a new user or modify the existing one, the same “User settings” tabbed window is used. Each user settings tab is described below.

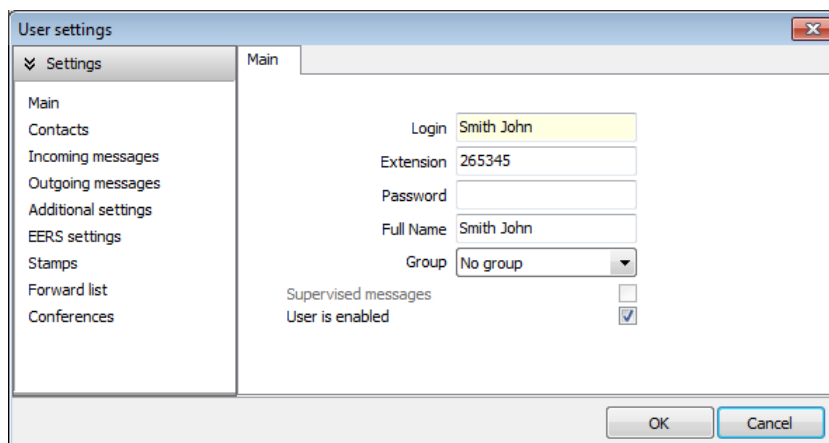
On the left side of the window, there are category buttons, which are linked to specific user settings tabs.

At the bottom of the window, there are standard buttons:

- **Ok**. Saves all user settings changes and closes the window.
- **Cancel**. Cancels all user settings changes and closes the window.

#### Main settings

Here you can specify main user settings:



The 'User settings' dialog box is shown with the 'Main' tab selected. The left sidebar lists various settings categories. The main area contains the following fields and options:

- Login:** Text field containing 'Smith John'.
- Extension:** Text field containing '265345'.
- Password:** Empty text field.
- Full Name:** Text field containing 'Smith John'.
- Group:** Dropdown menu showing 'No group'.
- Supervised messages:** Checkbox, currently unchecked.
- User is enabled:** Checkbox, currently checked.

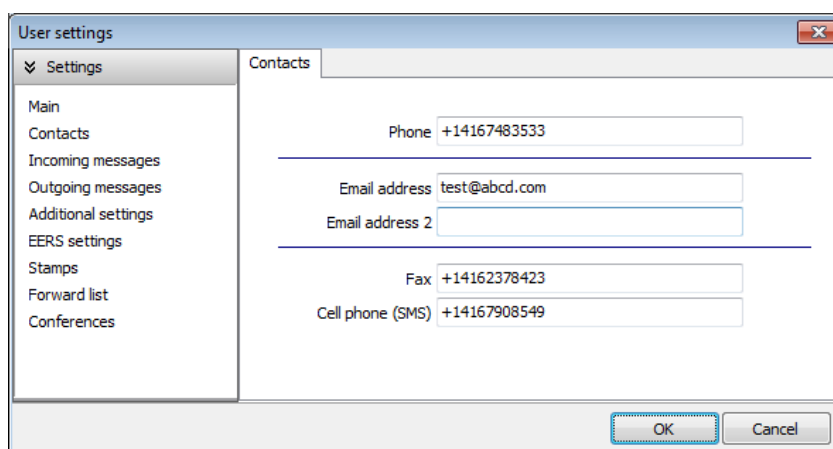
At the bottom right are 'OK' and 'Cancel' buttons.

This tab displays the following parameters:

- **Login.** Specifies the unique user login.
- **Extension.** Specifies the unique user extension.
- **Password.** Specifies user password.
- **Full name.** Specifies the full user name.
- **Group.** Specifies the group the user is assigned to.
- **Supervised messages.** Turns on/off user messages supervising.
- **User is enabled.** Turns on/off the user.

## Contacts

Here you can specify the user's contacts:



The 'User settings' dialog box is shown with the 'Contacts' tab selected. The left sidebar lists various settings categories. The main area contains the following fields:

- Phone:** Text field containing '+14167483533'.
- Email address:** Text field containing 'test@abcd.com'.
- Email address 2:** Empty text field.
- Fax:** Text field containing '+14162378423'.
- Cell phone (SMS):** Text field containing '+14167908549'.

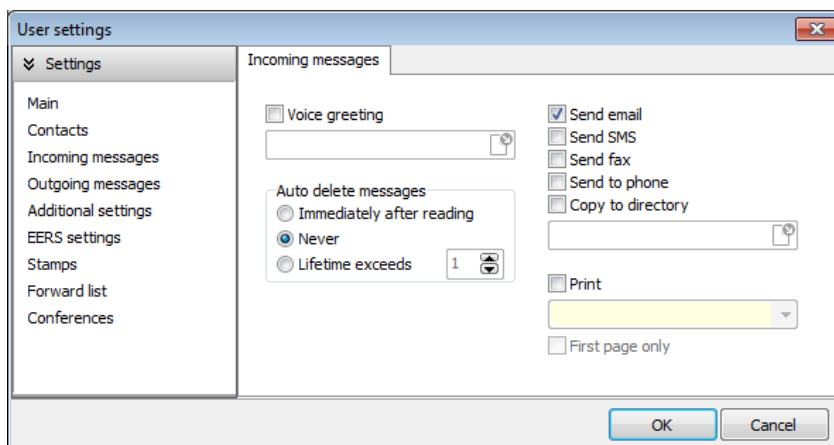
At the bottom right are 'OK' and 'Cancel' buttons.

This tab displays the following parameters:

- **Phone.** Specifies the user's phone.
- **Email address.** Specifies the user's primary email address.
- **Email address 2.** Specifies the user's secondary email address.
- **Fax.** Specifies the user's fax.
- **Cell phone (SMS).** Specify the user's cell phone for sending text messages.

## Incoming messages

Here you can specify the user's notification settings when a new incoming message is received:

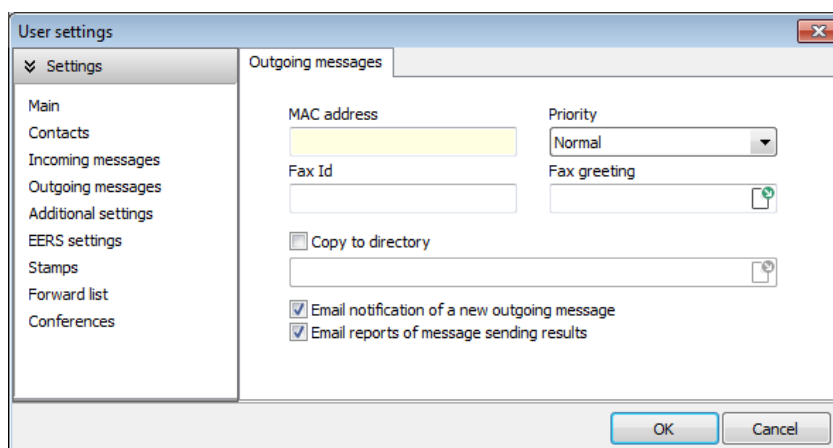


This tab displays the following parameters:

- **Voice greeting.** Specifies the user's personal audio greeting file.
- **Auto delete messages.** Specifies when the system should automatically delete the old user's messages:
  - 1) *Immediately after reading.* The message will be deleted after being read.
  - 2) *Never.* The message will never be deleted automatically.
  - 3) *Lifetime exceeds.* The message will be deleted after the specified amount of days is expired.
- **Send email.** Turns on/off email notification.
- **Send SMS.** Turns on/off SMS notification.
- **Send fax.** Turns on/off fax notification.
- **Send to phone.** Turns on/off phone notification.
- **Copy to directory.** Turns on/off copying incoming message files to the specified directory.
- **Print.** Turns on/off printing of the incoming fax message.
- **First page only.** Turns on/off printing the first page only.

### Outgoing messages

Here you can specify the user's notification settings when the system processes an outgoing message:



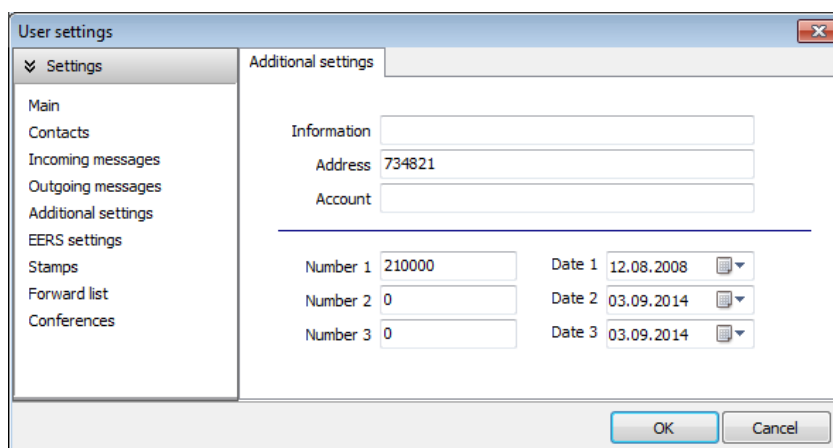
This tab displays the following parameters:

- **MAC address.** The last user's MAC address. Field can be cleared by the "Del" key and is not available for editing.
- **Priority.** Specifies the user's priority.
- **Fax Id.** Specifies the user's Fax Id used for a fax message.
- **Fax greeting.** Specifies the user's personal audio greeting file before sending a fax.

- **Copy to directory.** Turns on/off copying outgoing message files to the specified directory.
- **Send fax.** Turns on/off fax notification.
- **Send to phone.** Turns on/off phone notification.
- **Copy to directory.** Turns on/off copying the message file to the specified directory.
- **Email notification of a new outgoing message.** Turns on/off email notification when a new outgoing message is added to the queue.
- **Email reports of message sending results.** Turns on/off email notification when an attempt of sending message is finished.

### Additional settings

Here you can specify some additional user settings:

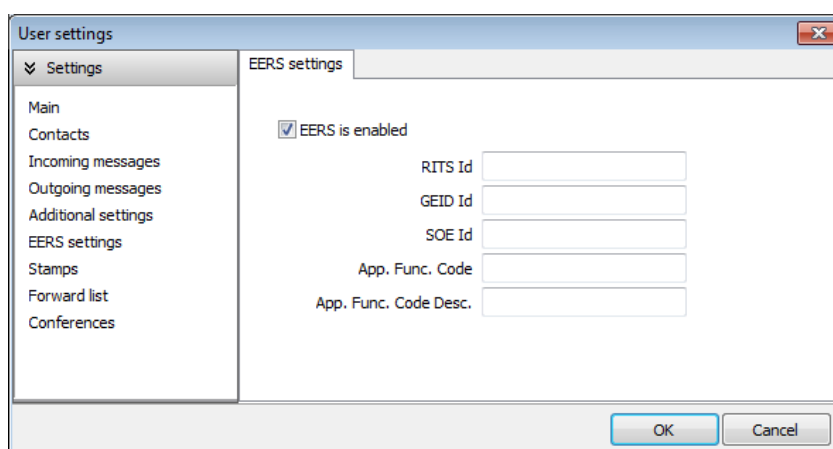


This tab displays the following parameters:

- **Information.** Specifies the user's arbitrary text information.
- **Address.** Specifies the user's address.
- **Account.** Specifies the user's account.
- **Number 1, 2, 3.** Specify the user's arbitrary float numbers.
- **Date 1, 2, 3.** Specify the user's arbitrary dates.

### EERS settings

Here you can specify some security reports user settings:



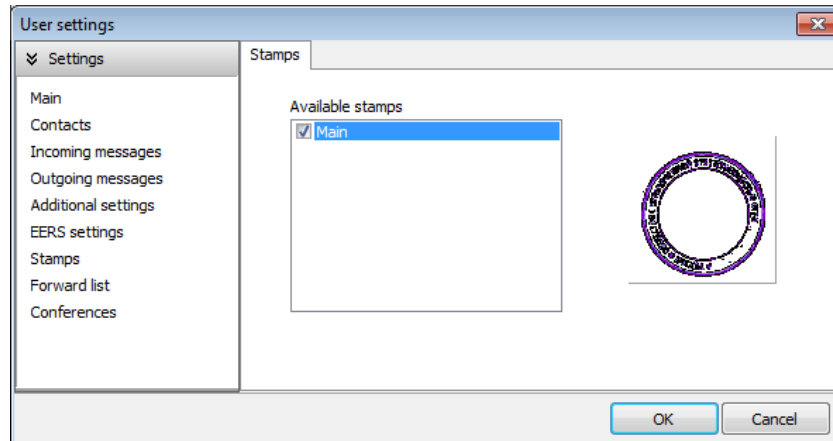
This tab displays the following parameters:

- **EERS enabled.** Turns on/off including the user to the [EERS report](#).

- **RITS Id, GEID Id, SOE Id, App. Func. Code, App. Func. Code Desc.** Specify the user's EERS personal data.

## Stamps

Here you can specify company stamps available for the user:

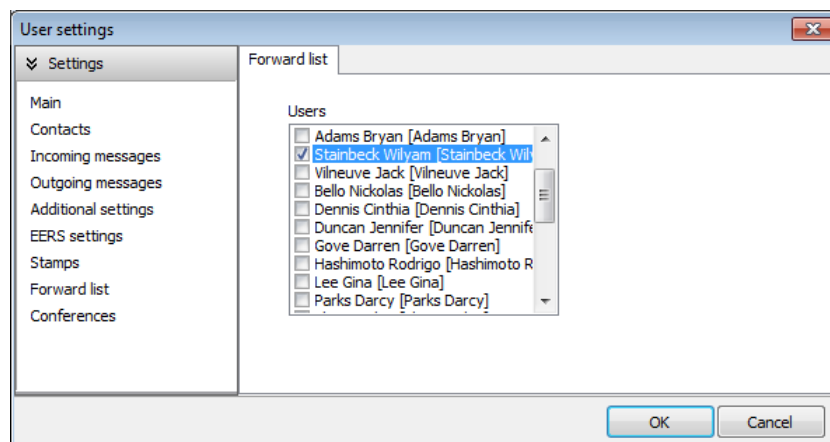


This tab displays the following parameters:

- **Available stamps.** Specifies the [available stamps](#).

## Forward list

Here you can specify user's forward list:



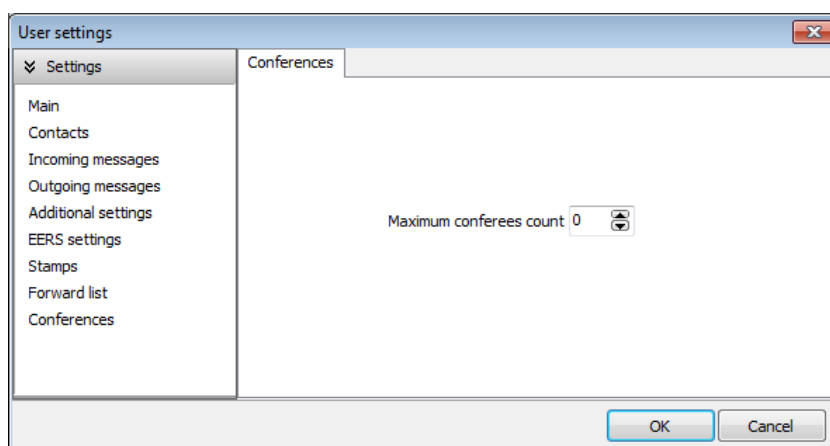
This tab displays the following parameters:

- **Users.** Specifies the users who the message will be forwarded to.

## Conferences

Here you can specify user's conference settings:



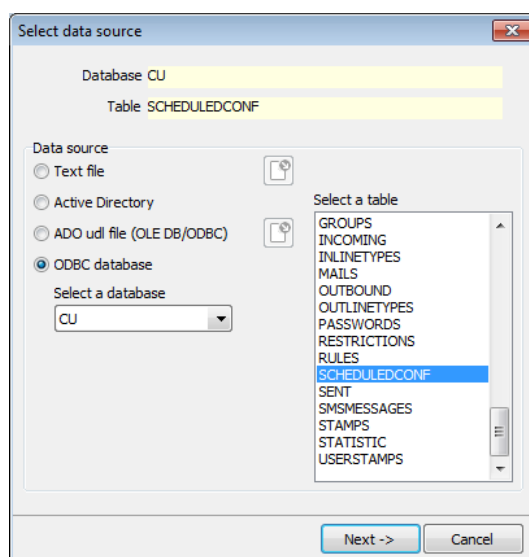


This tab displays the following parameters:

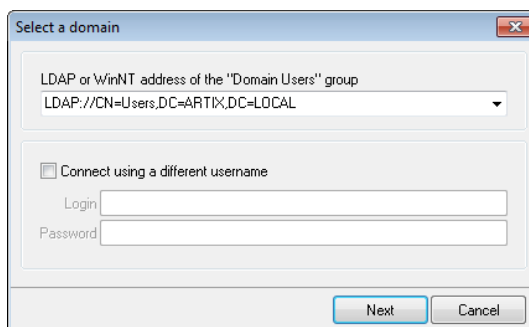
- **Maximum conferees count.** Specifies the maximum conferees count available for the user in all active conferences where he is the owner.

### Import users

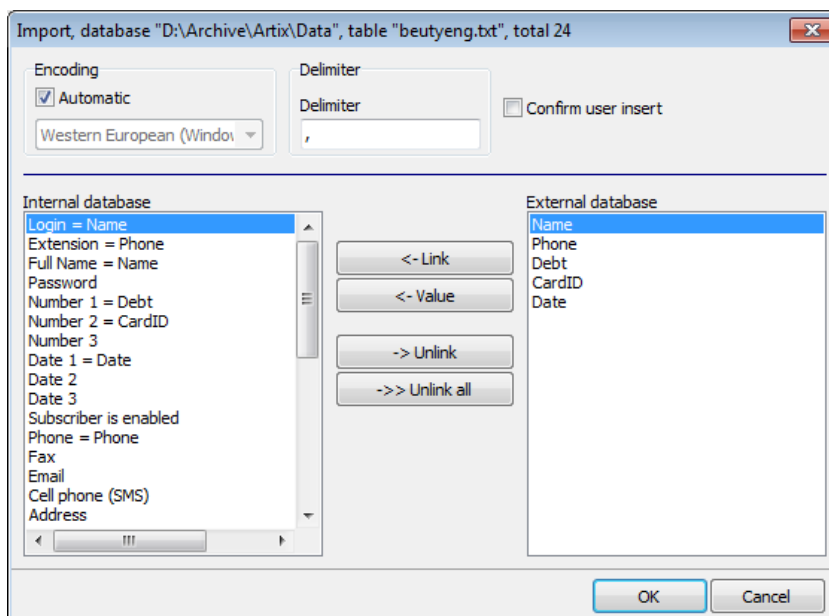
Users can be imported from a text file, Active Directory or any ADO or ODBC database. First, you should specify a "Data source" from which you wish to import the data in the "Select data source" window:



Then for "Active Directory", a new window will be displayed where you should specify the LDAP path to "Domain Users" group and optionally domain user's "Login" and "Password":



No matter which import type is selected the last step will bring up the "Import" window:



List on the left contains “*Internal database*” fields; list on the right contains “*External database*” fields. In the center of the window, there are control buttons to manage field links between “*Internal database*” and “*External database*”:

- **<-Link**. Connects two fields.
- **<-Value**. Assigns a constant value to the internal field.
- **Unlink->**. Breaks the selected link.
- **Unlink all->>**. Breaks all links.

In the upper left, there is a set of parameters specifying import text file settings. Text import file should consist of similar formed lines where the first line specifies the field names.

- **Encoding**. Encoding of a text file, it can be either “*automatic*” or of a specific code page.
- **Delimiter**. Delimiter between two consecutive fields of a text file.

In the upper right, there is a set of parameters for configuring import process.

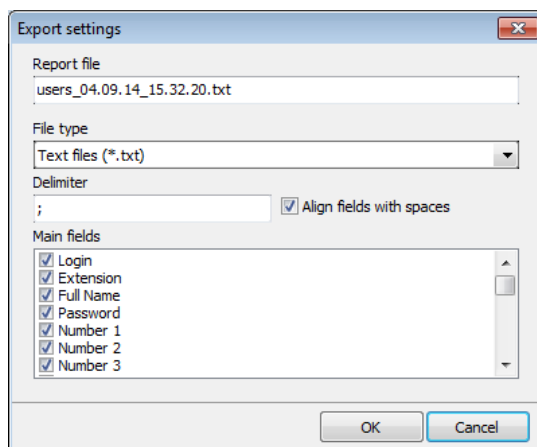
- **Confirm user insert**. Turns on/off confirmation prompt before importing a user.

At the bottom of the window, there are standard buttons:

- **Ok**. Starts data importing and closes the window.
- **Cancel**. Cancels data importing and closes the window.

## Export users

Users list can be exported to a text, an HTML or a CSV file. Before export file is prepared, you can specify its settings in the “*Export settings*” window:



Export settings are:

- **Report file.** Specifies export file name.
- **File type.** Specifies export file type. Possible values are:
  - 1) *Text files “.txt”.* Export file is a text file.
  - 2) *Excel files “.csv”.* Export file is an Excel CSV file.
  - 3) *HTML4 files “.html”.* Export file is an HTML4 file better viewed in MS Internet Explorer.
  - 4) *HTML5 files “.html”.* Export file is an HTML5 file better viewed in all other modern web browsers.
- **Delimiter.** Specifies field delimiter for the text files. For CSV files, the delimiter is pre-defined as “;”, for HTML files delimiter is not needed.
- **Align fields with spaces.** Specifies whether the fields of the text files are aligned or not.
- **Main fields.** Users table fields list where you can specify the fields to be shown in the report.

At the bottom of the window, there are standard buttons:

- **Ok.** Starts data exporting and closes the window.
- **Cancel.** Cancels data exporting and closes the window.

### 3.1.3 Configuration

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#### Main configuration window

To manage the system configuration the “*Configuration*” window is used. Each configuration tab will be described below.

On the left side of the window, there are category buttons, which are linked to specific configuration tabs.

At the bottom of the window, there are standard buttons:

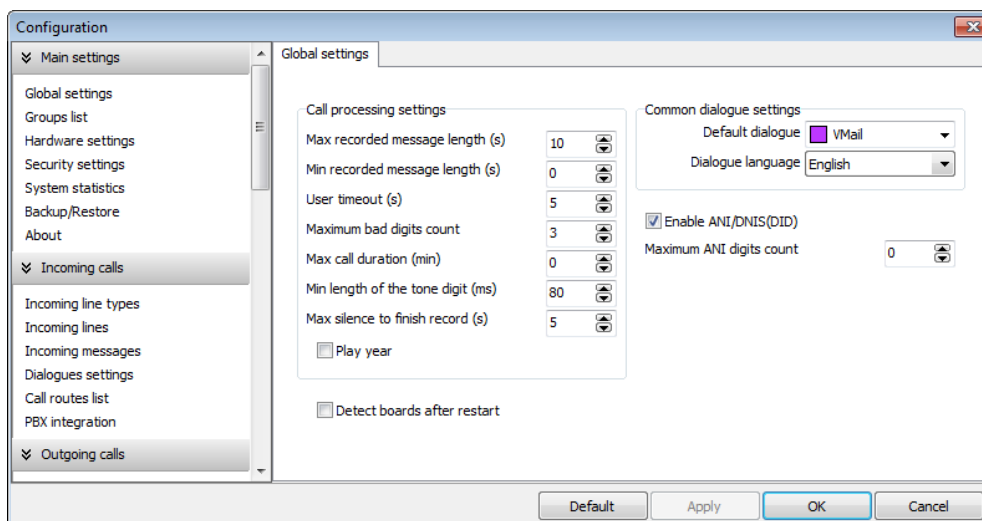
- **Default.** Sets all configuration settings of the current tab to their default values.
- **Apply.** Saves all configuration settings changes without closing the window.
- **Ok.** Saves all configuration settings changes and closes the window.
- **Cancel.** Cancels all configuration settings changes and closes the window.

#### Main settings group

This group of settings affects most common aspects of system behavior.

#### Global settings

This tab is used for specifying global settings:



### Call processing settings

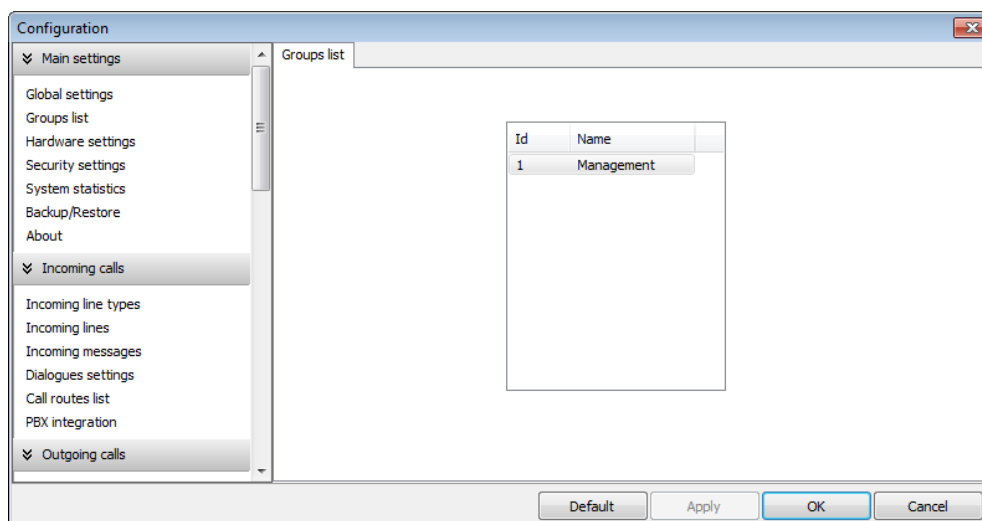
- **Max recorded message length (s).** Specifies maximum length of a recorded message.
- **Min recorded message length (s).** Specifies minimum length of a recorded message.
- **User timeout(s).** Specifies maximum time the system waits for a tone digit.
- **Maximum bad digits count.** Maximum allowable number of bad digits.
- **Max call duration (min).** Specifies maximum call time in minutes.
- **Min length of the tone digit (ms).** Specifies minimum length of a tone digit.
- **Max silence to finish record.** Specifies maximum length of silence to stop file recording.
- **Play year.** Turns on/off playing date year.

### Common dialogue settings

- **Default dialog.** Specifies default dialogue used for a new incoming line type.
- **Default language.** Specifies default dialogue language.
- **Enable ANI/DNIS(DID).** Turns on/off using call ANI and DNIS settings in the dialogues.
- **Maximum ANI digits count.** Specifies maximum digits of ANI to be used in the dialogues.

### Groups list

This tab is used for managing the users groups:

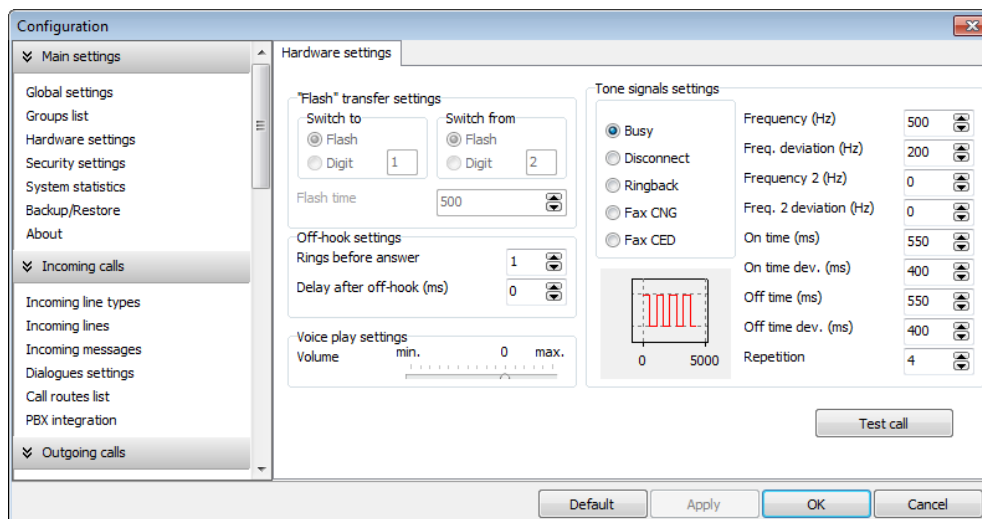


In the center of the window, there is a list of all groups, which is operated through the context menu. Possible context menu actions are:

- **Add.** Adds a new group.
- **Modify.** Modifies name of the selected group.
- **Delete.** Deletes the selected group.
- **Delete all.** Deletes all groups.

## Hardware settings

Here you can configure some hardware settings:



### Flash transfer settings

- **Switch to, Switch from.** Specify tone digits for direct and back transfer (analogue lines only).
- **Flash time.** Specifies length of the “flash” signal if required (analogue lines only).

### Off-hook settings

- **Rings before answer.** Specifies number of rings to wait before connection is established.
- **Delay after off-hook (ms).** Specifies length of time to wait before starting a voice dialogue.

### Voice play settings

- **Volume.** Audio files volume gain (Dialogic).

### Tone signals settings

- **Busy.** Subscriber is busy (Dialogic, analogue).
- **Disconnect.** Subscriber hangs up (Dialogic, analogue).
- **Ringback.** Subscriber is being called (Dialogic, analogue).
- **Fax CNG.** Fax CNG on the line (Dialogic).
- **Fax CED.** Fax CED on the line (Dialogic).

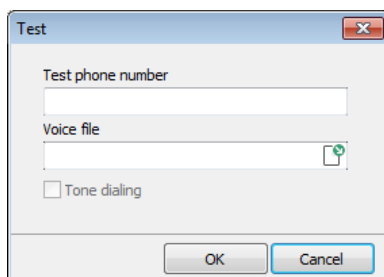
### Individual signal settings:

- **Frequency (Hz).** Specifies the first frequency (in Hz) for the tone (Dialogic, analogue).
- **Freq. deviation (Hz).** Specifies the allowable deviation (in Hz) for the first frequency (Dialogic, analogue).
- **Frequency 2 (Hz).** Specifies the second frequency (in Hz) for the tone (Dialogic, analogue).
- **Freq. 2 deviation (Hz).** Specifies the allowable deviation (in Hz) for the second frequency (Dialogic, analogue).
- **On time (ms).** Specifies the length of time for which the cadence is on (Dialogic, analogue).
- **On time dev. (ms).** Specifies the allowable deviation for on time (Dialogic, analogue).
- **Off time (ms).** Specifies the length of time for which the cadence is off (Dialogic, analogue).
- **Off time dev. (ms).** Specifies the allowable deviation for off time (Dialogic, analogue).

- **Repetition.** Specifies the number of repetitions for the cadence (Dialogic, analogue).

#### Test call

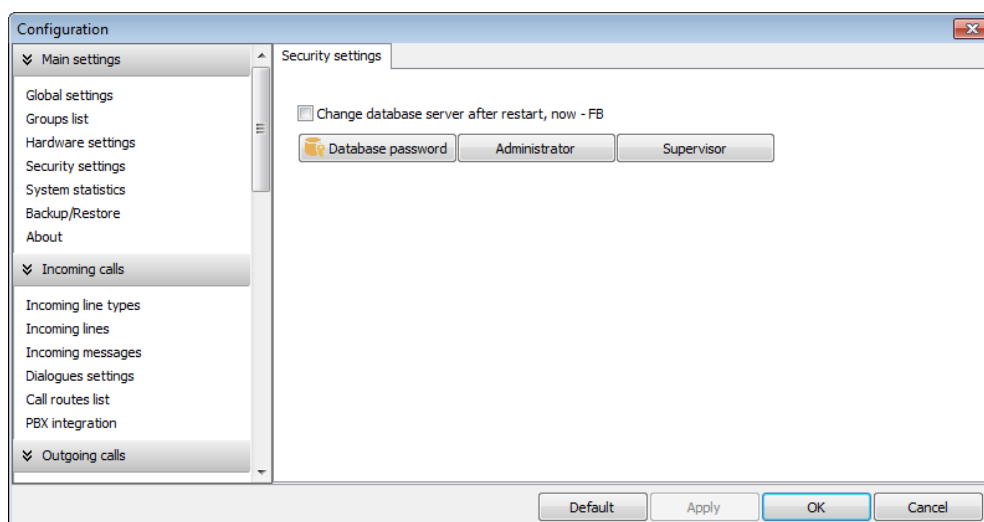
If the “*Call manager*” is started, you can make a test call through “*Administrator*” by pressing “*Test Call*” button:



Here you can specify “*Test phone number*”, the “*Voice file*” to be played and “*Tone dialing*” for analogue lines. The “*OK*” button starts making test call and “*Cancel*” closes the window.

#### Security settings

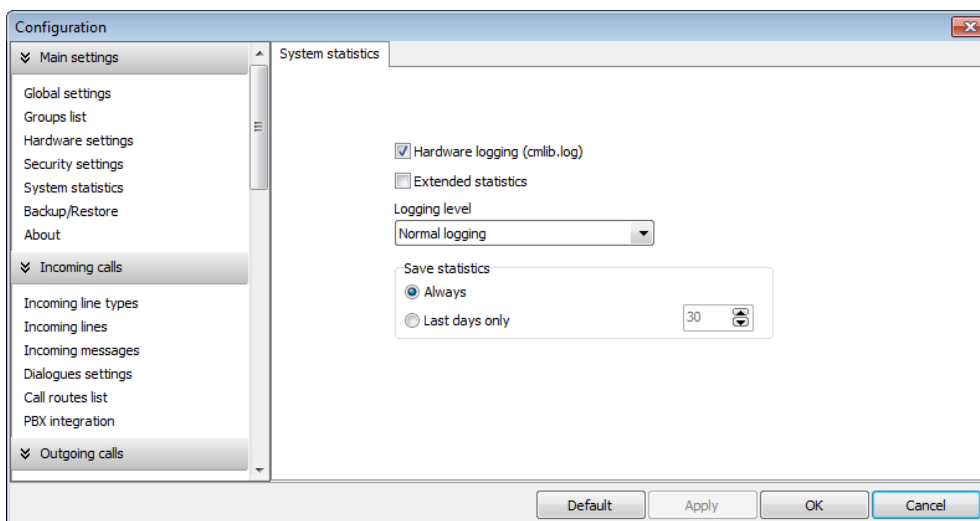
Here you can configure security settings:



- **Change database server after restart.** Allows changing the internal database server (MS SQL or Firebird).
- **Database password.** Allows changing database password for the internal Firebird database login “SYSDBA”, default value “masterkey”.
- **Administrator.** Allows changing “Administrator” password.
- **Supervisor.** Allows changing “Supervisor” password.

#### System statistics

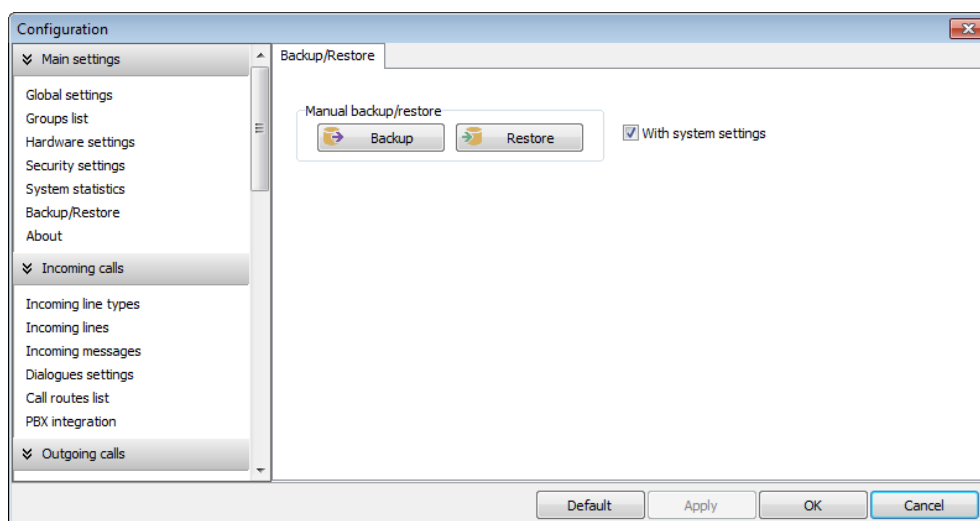
Here you can configure statistics settings:



- **Hardware logging (cmlib.log).** Turns on/off hardware and VoIP logging to the “cmlib.log” file.
- **Extended statistics.** Turns on/off extended statistics mode for saving all administrators actions.
- **Logging level.** Specifies logging verbosity for the “callman.log” file.
- **Save statistics.** Specifies statistics saving interval.

## Backup/Restore

Here you can configure database backing up and restoring settings:



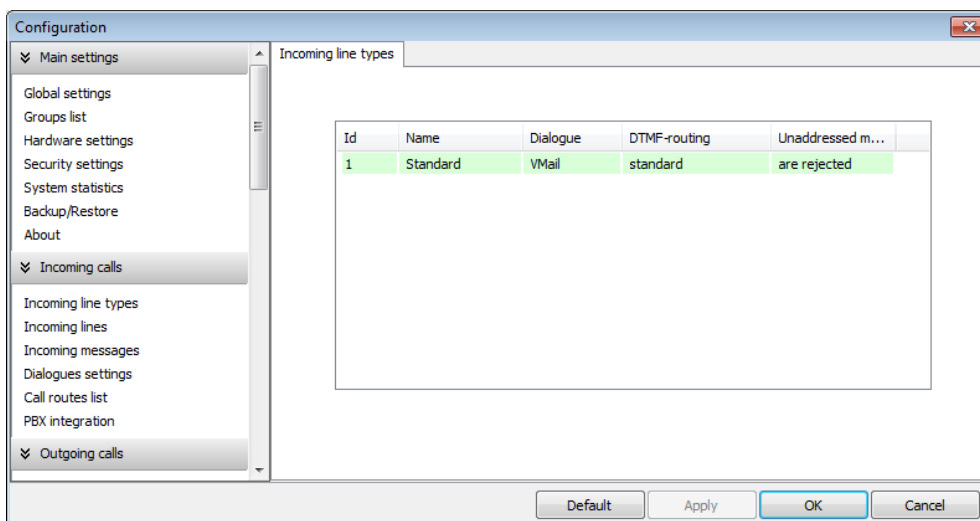
- **Backup, Restore.** Buttons for manual backing up and restoring of the internal database.
- **With system settings.** Backups will contain all system settings.

## Incoming calls group

This group of settings affects incoming calls handling specific parameters.

## Incoming line types

This tab is used for managing the incoming line types:

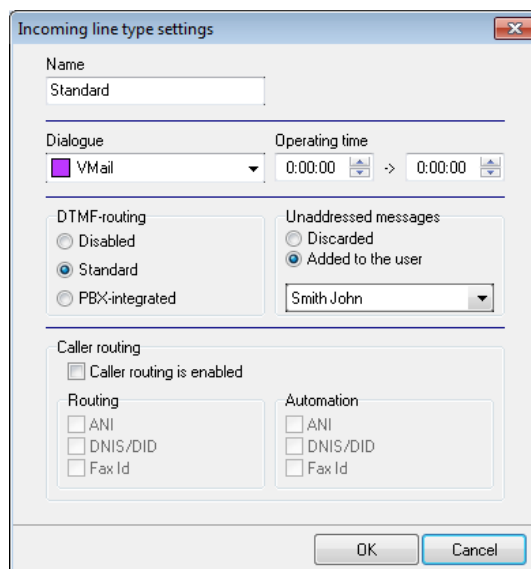


In the center of the window, there is an incoming line types list, which is operated through the context menu.

Possible context menu actions are:

- **Add.** Adds a new incoming line type.
- **Modify.** Modifies the selected incoming line type.
- **Delete.** Deletes the selected incoming line type.
- **Default.** Makes the current incoming line type the default.

To change or modify an incoming line type the same “Incoming line type settings” window is used:



- **Name.** Incoming line type name.
- **Dialogue.** Specifies the dialogue to be played.
- **Operating time.** Specifies the dialogue operating time. If the time range is not round-the-clock then the second dialogue input box is appeared.
- **DTMF routing.** Specifies how to use DTMF routing.
  - 1) *Disabled.* No DMTF routing is made, extensions are not allowed.
  - 2) *Standard.* Standard DTMF routing is enabled.
  - 3) *PBX-integrated.* Routing is made according to PBX rules.
- **Unaddressed messages.** Specifies what to do with the unaddressed messages.
  - 1) *Discarded.* Unaddressed message is discarded.



2) *Added to the user.* Unaddressed message is added to the specified user.

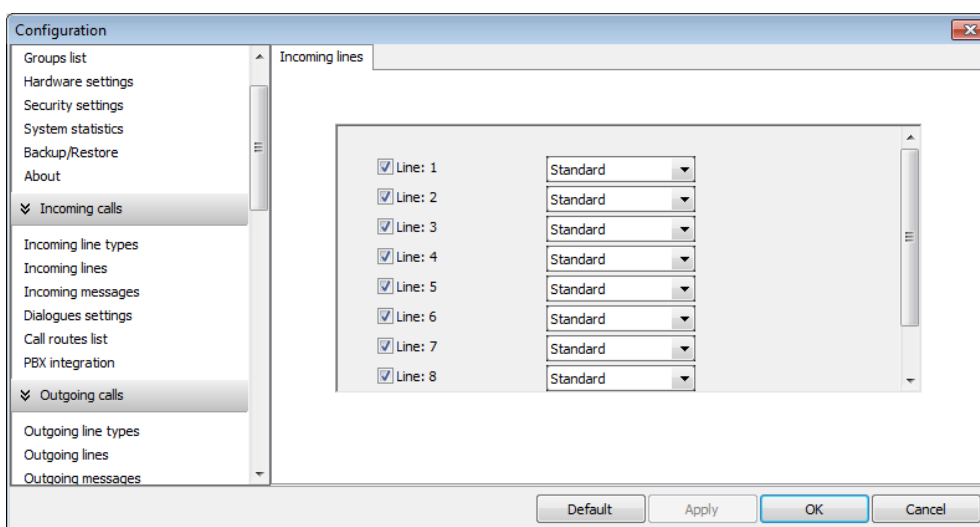
- **Caller routing.** Turns on/off routing according to call info.
  - 1) *Routing.* Specifies what call info will be used for [call routing](#).
  - 2) *Automation.* Specifies what call info will be automatically added as [call routing](#) info.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves the incoming line type settings changes and closes the window.
- **Cancel.** Cancels all changes and closes the window.

## Incoming lines

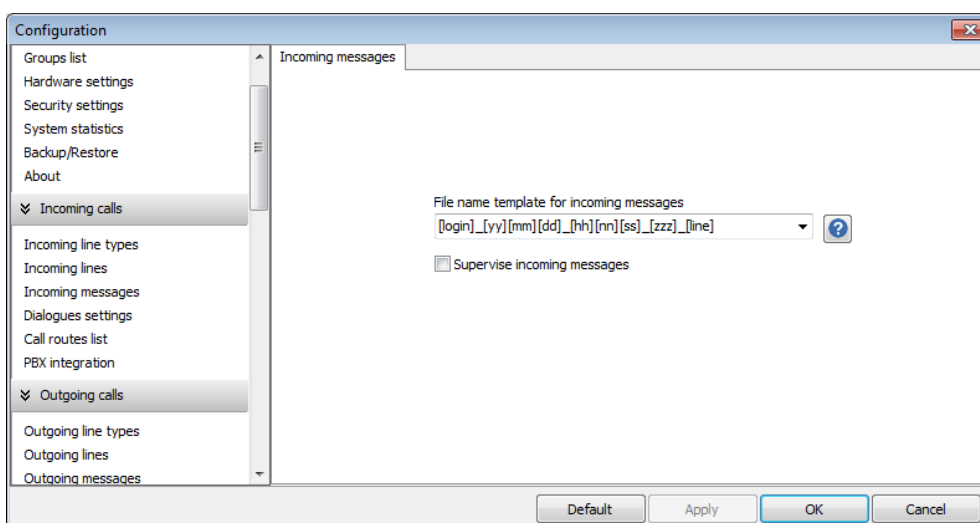
This tab is used for managing the incoming lines:



The “*Incoming lines*” are presented as checkboxes; unchecked checkbox means that the line is disabled. Right from the checkbox, you can specify an “*Incoming line type*” assigned to the line.

## Incoming messages

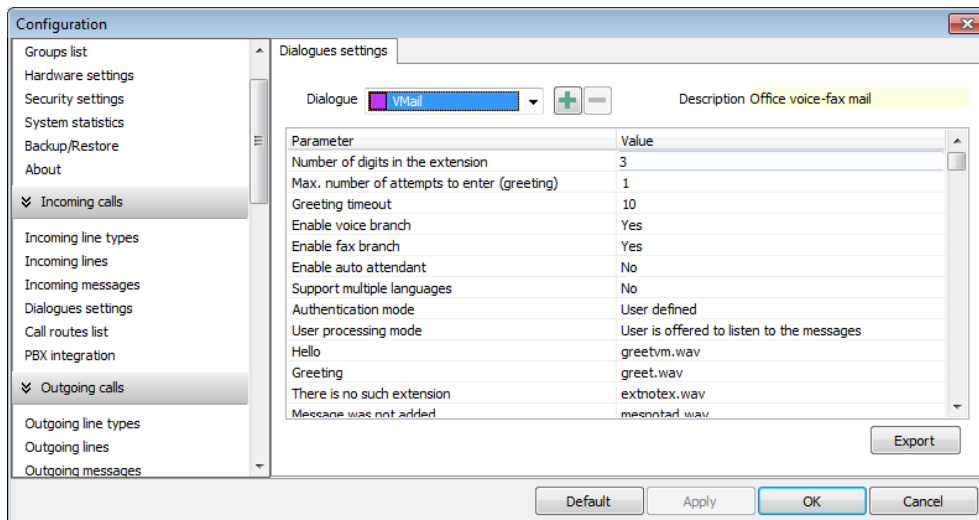
This tab is used for configuring incoming messages:



- **File name template for incoming messages.** Specifies the template to be used when a new incoming message is recorded.
- **Supervise incoming messages.** Turns on/off supervising of incoming messages.

## Dialogue settings

This tab is used for configuring incoming dialogue settings:

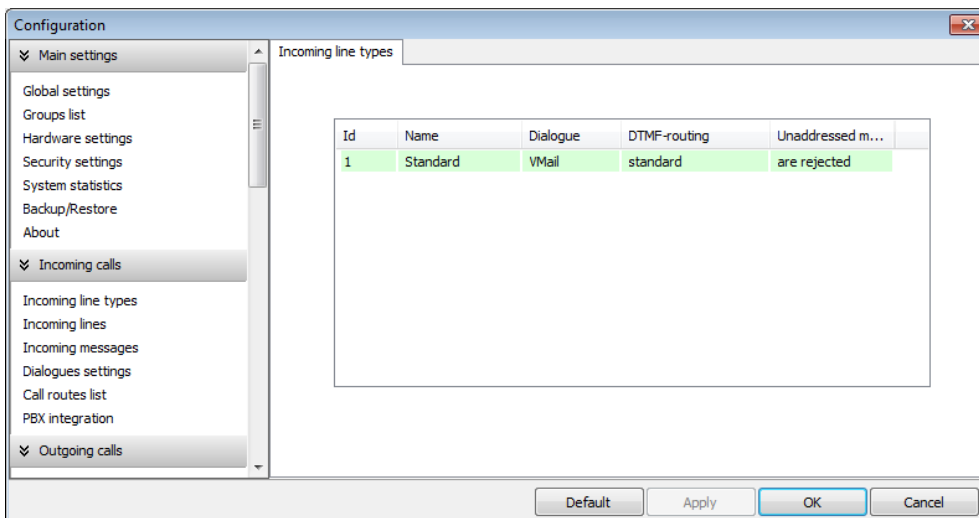


- **Dialogue.** Selects the dialogue to be configured in the list below.

From the right of the dialogue name there are two buttons for replicating and de-replicating a dialogue.

## Call routes list

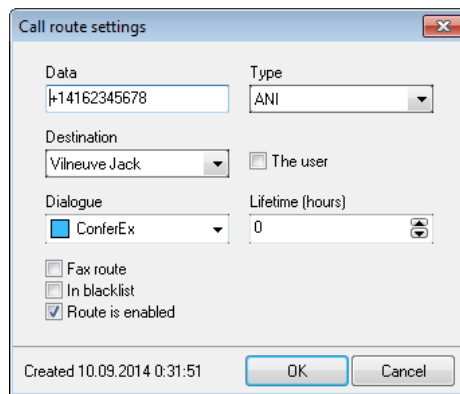
This tab is used for managing call routes list:



In the center of the window, there is a call routes list, which is operated through the context menu. Possible context menu actions are:

- **Add.** Adds a new call route.
- **Modify.** Modifies the selected call route.
- **Delete.** Deletes the selected call route.

To change or modify a call route the same "Call route settings" window is used:



The 'Call route settings' dialog box contains the following fields and options:

- Data:** Text field containing '+14162345678'.
- Type:** Dropdown menu set to 'ANI'.
- Destination:** Dropdown menu set to 'Vilneuve Jack'.
- The user:** Checkbox, currently unchecked.
- Dialogue:** Dropdown menu set to 'ConferEx'.
- Lifetime (hours):** Spin box set to '0'.
- Fax route:** Checkbox, currently unchecked.
- In blacklist:** Checkbox, currently unchecked.
- Route is enabled:** Checkbox, currently checked.
- Created:** Text field showing '10.09.2014 0:31:51'.
- Buttons:** 'OK' and 'Cancel' buttons.

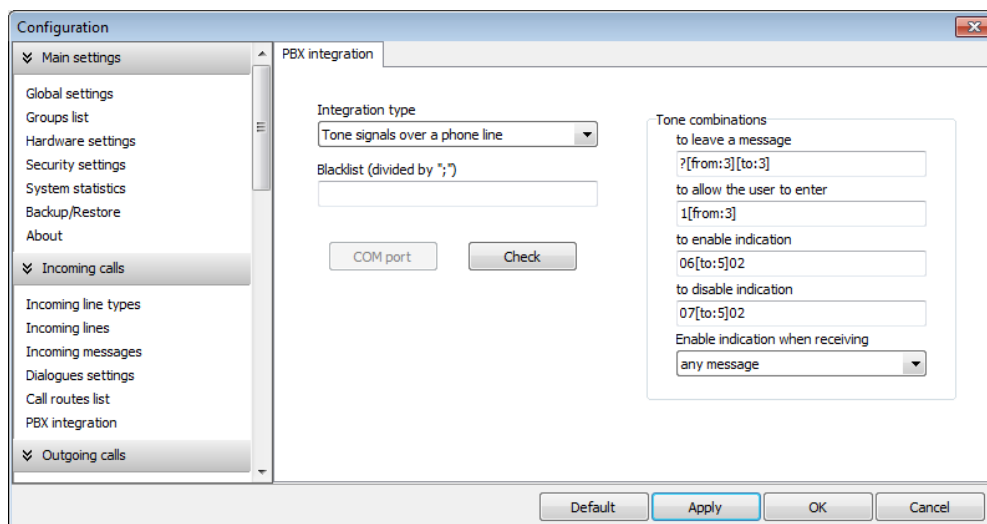
- **Data.** Specifies the call route data.
- **Type.** Specifies the call route type.
- **Destination.** Specifies the user connected to this route.
- **The user.** Specifies that it is the user himself.
- **Dialogue.** Specifies the dialogue associated with this route.
- **Lifetime (hours).** Call route lifetime.
- **Fax route.** The route is for fax calls only.
- **In blacklist.** The caller is in the blacklist.
- **Route is enabled.** Turns on/off using the route.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves the call route settings changes and closes the window.
- **Cancel.** Cancels all changes and closes the window.

## PBX integration

This tab is used for configuring PBX-integration settings:



The 'Configuration' dialog box, 'PBX integration' tab, contains the following settings:

- Integration type:** Dropdown menu set to 'Tone signals over a phone line'.
- Blacklist (divided by ";"):** Empty text field.
- Buttons:** 'COM port' and 'Check' buttons.
- Tone combinations:**
  - to leave a message: '[from:3][to:3]
  - to allow the user to enter: '1[from:3]
  - to enable indication: '06[to:5]02
  - to disable indication: '07[to:5]02
  - Enable indication when receiving: 'any message' (dropdown menu)
- Bottom buttons:** 'Default', 'Apply', 'OK', and 'Cancel'.

- **Integration type.** Specifies the integration type to be used.
- **Blacklist.** Specifies the phones to be rejected.
- **Tone combinations.** Specify different tone combinations for various actions.

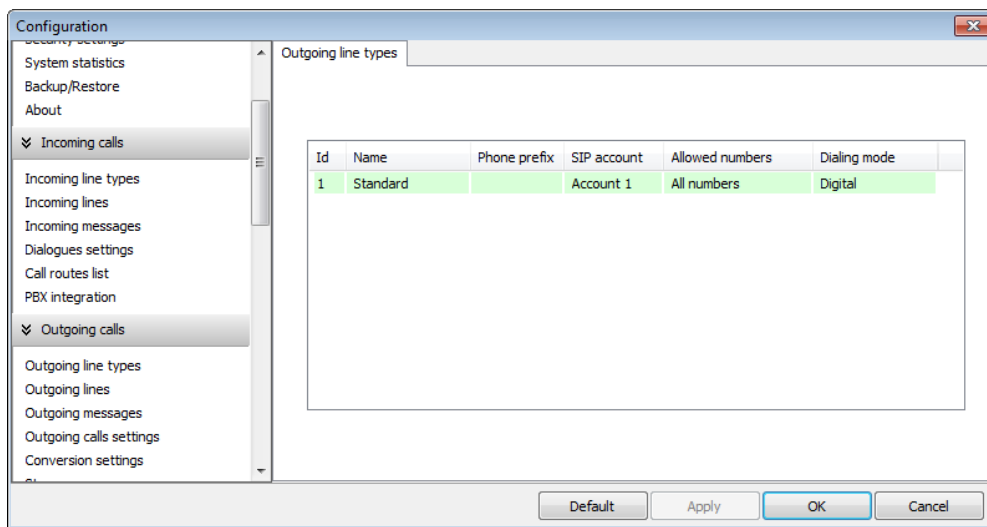
“Com port” button allows specifying COM port settings and “Check” allows templates error checking.

## Outgoing calls group

This group of settings affects outgoing calls handling specific parameters.

## Outgoing line types

This tab is used for managing the outgoing line types:

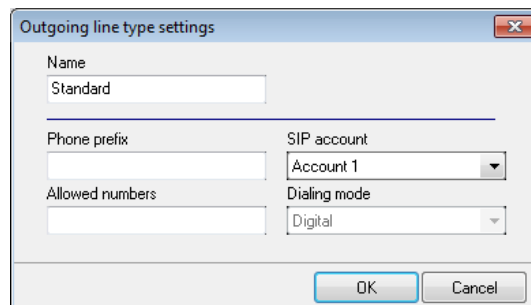


In the center of the window, there is an outgoing line types list, which is operated through the context menu.

Possible context menu actions are:

- **Add.** Adds a new outgoing line type.
- **Modify.** Modifies the selected outgoing line type.
- **Delete.** Deletes the selected outgoing line type.
- **Default.** Makes the current outgoing line type the default.

To change or modify an outgoing line type the same “*Outgoing line type settings*” window is used:



- **Name.** Outgoing line type name.
- **Phone prefix.** Specifies the phone prefix that is automatically added to any phone number.
- **Allowed numbers.** Specifies the phone number templates allowed for calling by this line. Empty value means that “all calls” are allowed. Otherwise it should be a set of [regular expressions](#) divided by “;”. If a call number satisfies at least one regular expression, then it will be allowed. For example, if only 4-digits phone numbers should be allowed then any of these expressions can be used:

- 1) ^....\$
- 2) ^.{4}\$
- 3) ^[0-9]{4}\$

- **SIP account.** Specifies the SIP account that is used for dialing by SIP line assigned to this type.
- **Dialing mode.** Specifies whether the system should send pulse or tone digits while dialing. Obsolete, used for analogue lines only.

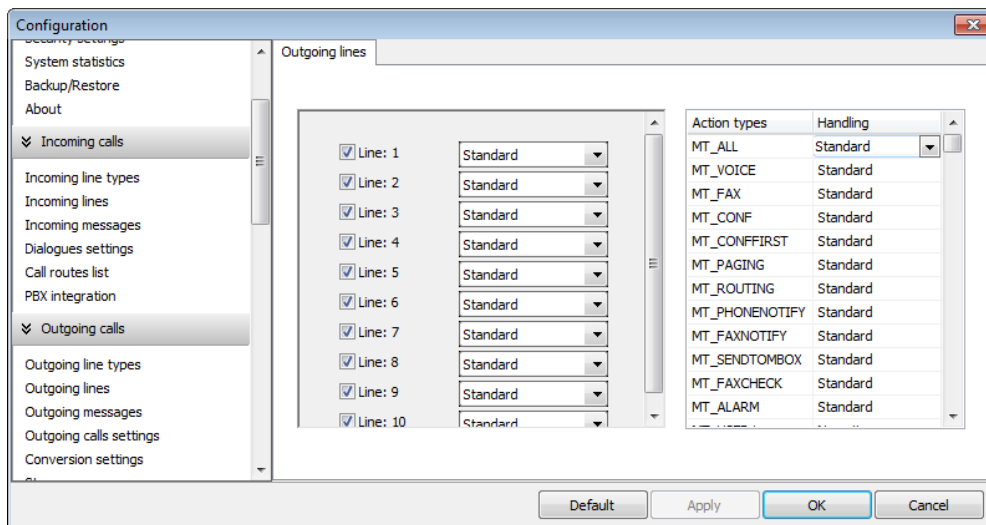
At the bottom of the window, there are standard buttons:

- **Ok.** Saves the outgoing line type settings changes and closes the window.

- **Cancel.** Cancels all changes and closes the window.

## Outgoing lines

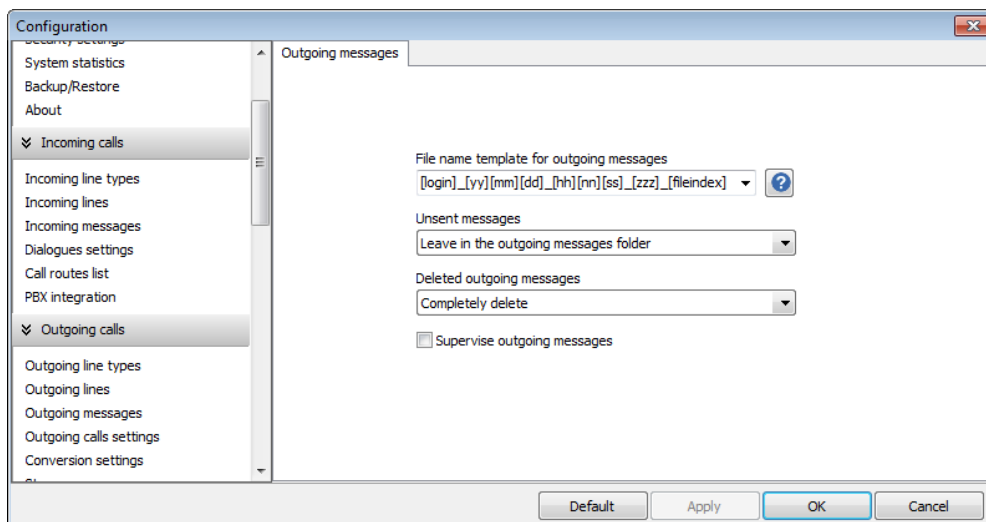
This tab is used for managing the outgoing lines:



The “*Outgoing lines*” are presented as checkboxes; unchecked checkbox means that the line is disabled. Right from the checkbox, you can specify an “*Outgoing line type*” assigned to the line. The right list specifies how to handle the outgoing calls with different call actions.

## Outgoing messages

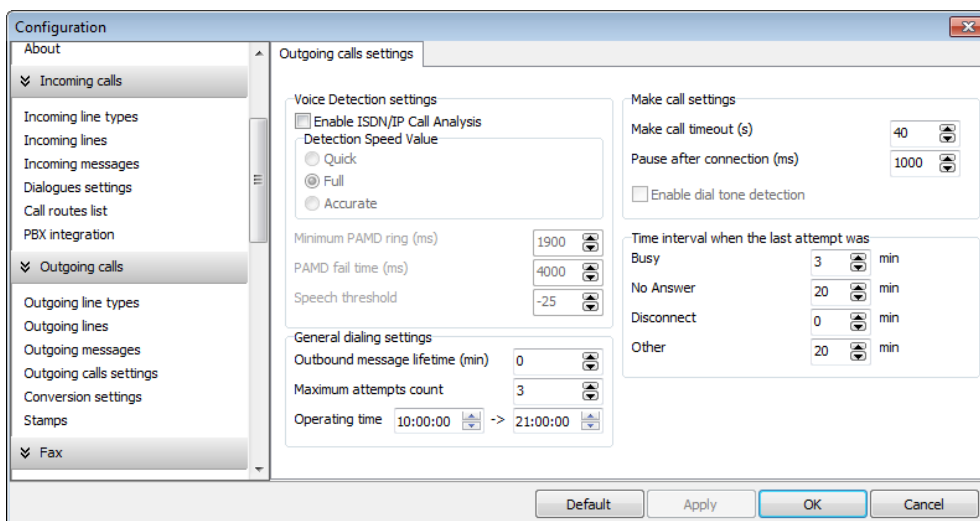
This tab is used for configuring outgoing messages:



- **File name template for outgoing messages.** Specifies the template to be used when a new outgoing message is placed in the queue.
- **Unsent messages.** Specifies how the system should handle unsent outgoing messages.
- **Deleted outgoing messages.** Specifies how the system should handle manually deleted outgoing messages.
- **Supervise outgoing messages.** Turns on/off supervising of outgoing messages.

## Outgoing calls settings

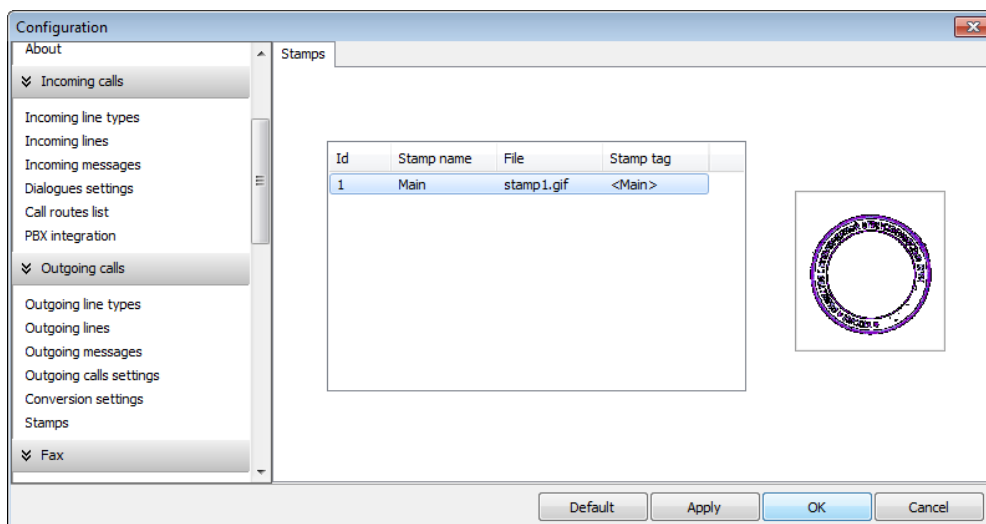
This tab is used for configuring outgoing calls settings:



- **Enable ISDN/IP Call Analysis.** Turns on/off using call progress analysis on digital lines.
- **Detection Speed Value.** Specifies human and simple AM detection speed value (Dialogic and Brooktrout):
  - 1) *Quick.* Quick look at connect circumstances.
  - 2) *Full.* Full evaluation of response.
  - 3) *Accurate.* Recommended setting. Does the most accurate evaluation detecting live voice as accurately as "Full" but is more accurate than "Full" (although slightly slower) in detecting an answering machine. Use "Accurate" when accuracy is more important than speed.
- **Minimum PAMD ring (ms).** Specifies minimum allowable ring duration for positive answering machine detection (Dialogic).
- **PAMD fail time (ms).** Specifies maximum time to wait for positive answering machine detection or positive voice detection after a cadence break (Dialogic).
- **Speech threshold.** Speech detection threshold (Pika).
- **Outbound message lifetime (min).** Outbound message lifetime before it is automatically deleted.
- **Maximum attempts count.** Defines the maximum allowable attempts count for one phone number. If this value is reached, the phone number is considered as "Unsent".
- **Operating time.** Specifies the operating time for making calls.
- **Make call timeout (s).** Specifies length of time to wait before deciding that the call is not answered.
- **Pause after connection (ms).** Specifies length of time to wait before message play is started.
- **Enable dial tone detection.** Turns on/off dial tone detection. Obsolete, used for analogue lines only.
- **Time interval when the last attempt was.** Defines time intervals between two consequent call attempts for one phone number according to the last attempt failure.

## Stamps

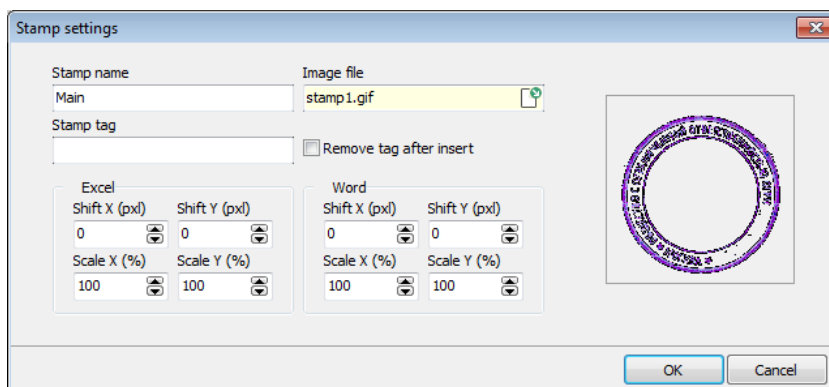
This tab is used for managing stamps:



In the center of the window, there is a stamps list, which is operated through the context menu. Possible context menu actions are:

- **Add.** Adds a new stamp.
- **Modify.** Modifies the selected stamp.
- **Delete.** Deletes the selected stamp.
- **Delete all.** Deletes all stamps.

To change or modify a stamp the same “Stamp settings” window is used:



- **Stamp name.** Stamp name.
- **Image file.** Specifies the stamp image file.
- **Stamp tag.** Specifies the text tag where the stamp will be inserted.
- **Remove tag after insert.** Turns on/off tag removing after the stamp is inserted.
- **Excel.** Specifies MS Excel stamp insert settings
  - 1) *Shift X, Y.* Stamps positions shift in pixels.
  - 2) *Scale X, Y.* Stamps dimensions scale in percent.
- **Word.** Specifies MS Word stamp insert settings
  - 1) *Shift X, Y.* Stamps positions shift in pixels.
  - 2) *Scale X, Y.* Stamps dimensions scale in percent.

At the right side of the window, there is a stamp preview.

At the bottom of the window, there are standard buttons:

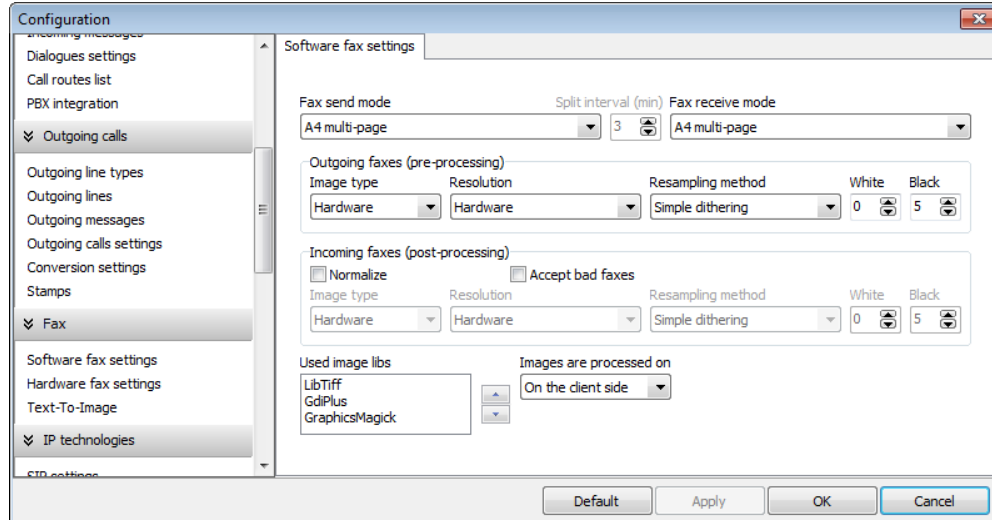
- **Ok.** Saves the stamp settings changes and closes the window.
- **Cancel.** Cancels all changes and closes the window.

## Fax settings group

This group of settings affects fax-handling parameters.

### Software fax settings

Here you can configure software fax handling settings:



- **Fax send mode.** Specifies fax send mode:
  - 1) *Long page.* Sends one long page document.
  - 2) *A4 multi-page.* Sends one A4 multi-page document.
  - 3) *Several A4 one-page documents.* Sends multiple A4 one-page documents.
- **Fax receive mode.** Specifies fax receive mode:
  - 1) *Long page.* Receives one long page document.
  - 2) *A4 multi-page.* Receives one A4 multi-page document.
  - 3) *Several A4 one-page documents.* Receives multiple A4 one-page documents.

#### *Outgoing faxes (pre-processing)*

- **Image type.** Specifies image type accepted by the fax hardware and software.
- **Resolution.** Specifies image resolution accepted by the fax hardware and software.
- **Resampling method.** Specifies image conversion method to prepare required images.
- **White.** Specifies whitening gain level.
- **Black.** Specifies blackening gain level.

#### *Incoming faxes (post-processing)*

- **Normalize.** Turns on/off incoming fax normalization.
- **Accept bad faxes.** Turns on/off accepting fax files received with errors.
- **Image type.** Specifies image type accepted by fax hardware and software.
- **Resolution.** Specifies image resolution accepted by the fax hardware and software.
- **Resampling method.** Specifies image conversion method to prepare required images.
- **White.** Specifies whitening gain level.
- **Black.** Specifies blackening gain level.

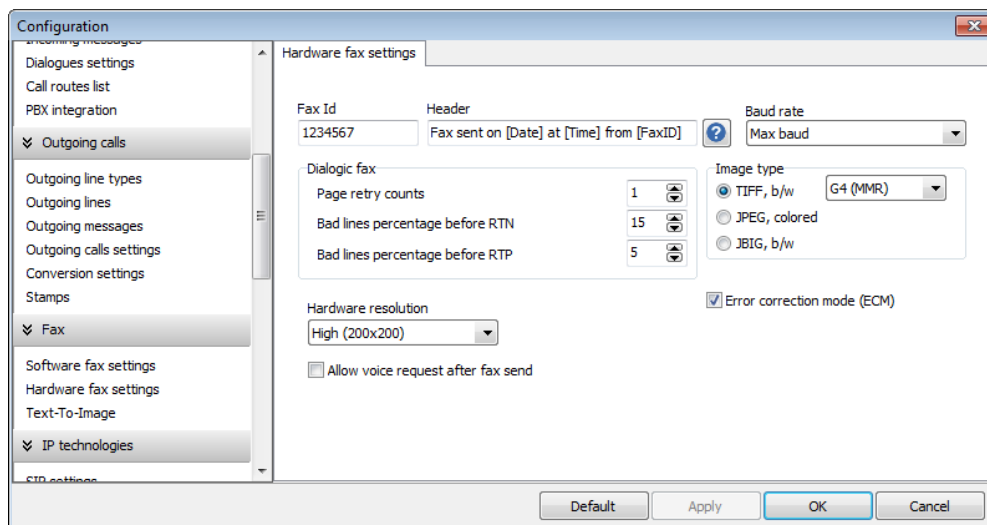
#### *Image libs*

- **Used image libs.** Specifies the priorities of graphics libraries used for conversion.
- **Images are processed on.** Specifies where the images are converted – “on the client side” or “on the server side”.



## Hardware fax settings

Here you can configure hardware low-level fax handling settings:



### Fax send/receive settings

- **Fax Id.** Specifies fax id used for transmission.
- **Header.** Specifies a text to be inserted before the image.
- **Baud rate.** Specifies transmit and receive baud rate.

### Dialogic fax

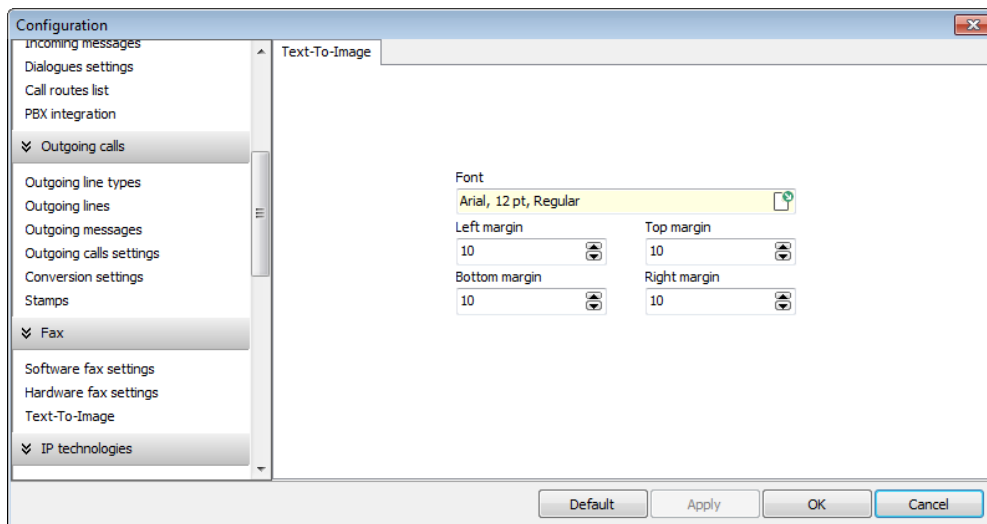
- **Page retry counts.** Specifies number of retries for unsuccessful transmit.
- **Bad lines percentage before RTN.** Specifies percentage of acceptable bad scan lines before RTN is returned.
- **Bad lines percentage before RTP.** Specifies percentage of acceptable bad scan lines before RTP is returned.

### Image type

- **Image type.** Specifies the image type accepted by the hardware.
  - 1) *TIFF.* Multi-page TIFF image files.
  - 2) *JPEG, colored.* Single page JPEG image files.
  - 3) *JBIG, b/w.* Single page JBIG image files.
- **TIFF compression.** Data transmission/reception encoding scheme for TIFF files:
  - 1) *G3, MH.* Modified Huffman.
  - 2) *G3, MR.* Modified Read.
  - 3) *G4, MMR.* Modified Modified Read.
- **Hardware resolution.** Specifies image resolution for all fax data during fax transmission.
- **Allow voice request after fax send.** Turns on/off voice request after the fax is sent.
- **Error correction mode.** Turns on/off hardware ECM.

## Text-to-Image

Here you can configure text to image conversion settings used for fax transmission:



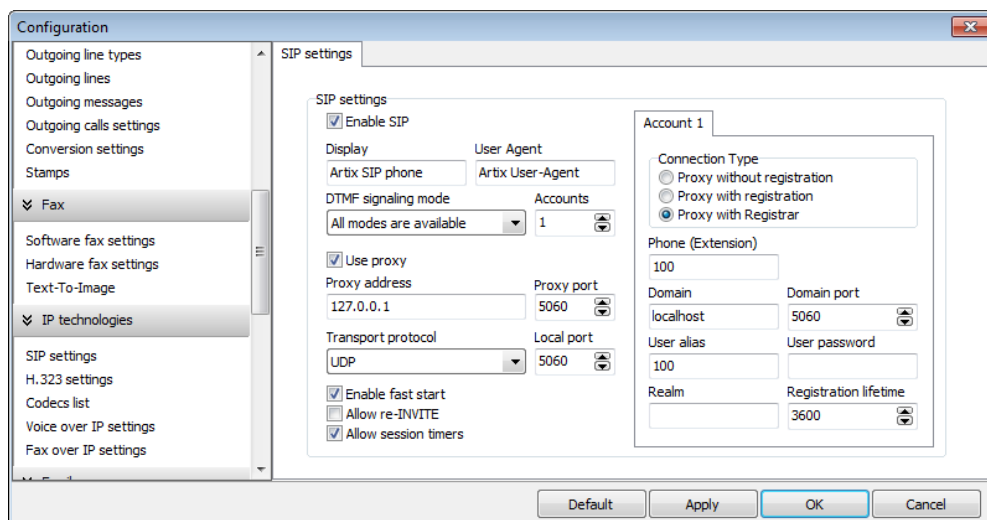
- **Font.** Specifies font to be used for conversion.
- **Margins.** Specify margins of the converted image.

## IP technologies

This group of settings affects various VoIP technologies. IP connections can be established through SIP or H.323 protocols, RTP audio can be encoded/decoded using G.711, G.723, G.729 or GSM codec, faxes can be sent and received using T.38 and G.711.

## SIP settings

Here you can configure various settings regarding SIP VoIP technology:



## Common settings

- **Enable SIP.** Turns on/off using SIP.
- **Display.** SIP display name.
- **User Agent.** SIP user agent.
- **DTMF signaling mode.** Specifies how tone digits are sent and received.
  - 1) *All modes are available.* The system can use any mode.
  - 2) *Out-of-band (RFC 2833).* DTMF digits are sent and received in the RTP stream as defined in RFC 2833.
  - 3) *In-band.* DTMF digits are sent and received in-band via standard RTP transcoding.

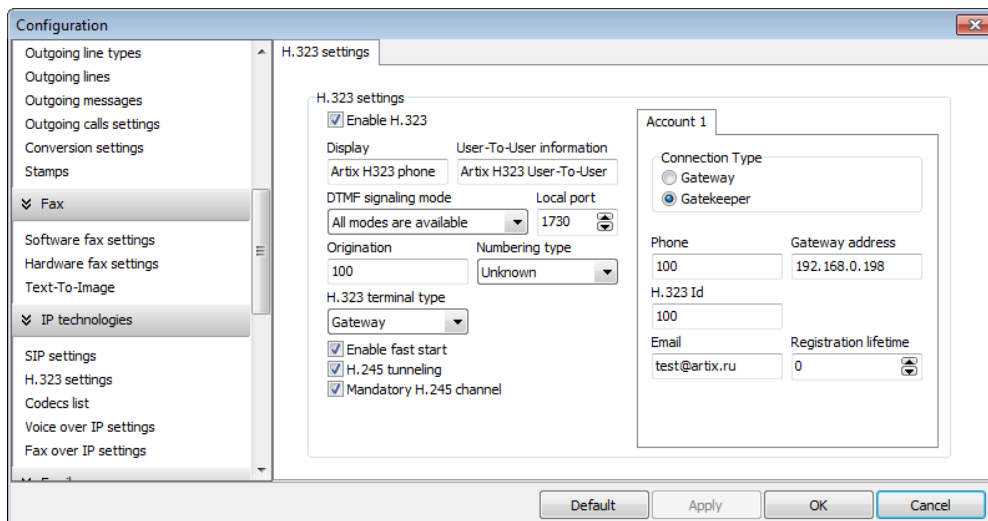
- **Accounts.** Specifies number of SIP accounts.
- **Use proxy.** Turns on/off using SIP proxy.
- **Proxy address.** Specifies proxy address.
- **Proxy port.** Specifies proxy port.
- **Transport protocol.** Specifies SIP transport protocol.
  - 1) *UDP.* SIP messages use UDP protocol.
  - 2) *TCP.* SIP messages use TCP protocol.
  - 3) *TLS.* SIP messages use TLS protocol.
- **Local port.** Specifies local port.
- **Enable fast start.** Enables fast connection.
- **Allow re-INVITE.** Allows using re-INVITE method for fax sessions.
- **Allow session timers.** Allows using session timers to remove hanged SIP connections.

#### Individual account settings

- **Connection type.** Specifies connection type:
  - 1) *Proxy without registration.* Proxy does not require authentication.
  - 2) *Proxy with registration.* Proxy requires authentication.
  - 3) *Proxy with Registrar.* Proxy does not require authentication, Registrar requires authentication.
- **Phone.** SIP account phone.
- **Domain.** SIP account Registrar domain name.
- **Domain port.** SIP account Registrar domain port.
- **User alias.** SIP account name.
- **User password.** SIP account password.
- **Realm.** SIP realm.
- **Registration lifetime.** Registration lifetime.

#### H.323 settings

Here you can configure various settings regarding H.323 VoIP technology:



#### Common settings

- **Enable H.323.** Turns on/off using H.323.
- **Display.** Specifies H.323 display name.
- **Use-To-User information.** Specifies H.323 user-to-user information.
- **DTMF signaling mode.** Specifies how tone digits are sent and received.

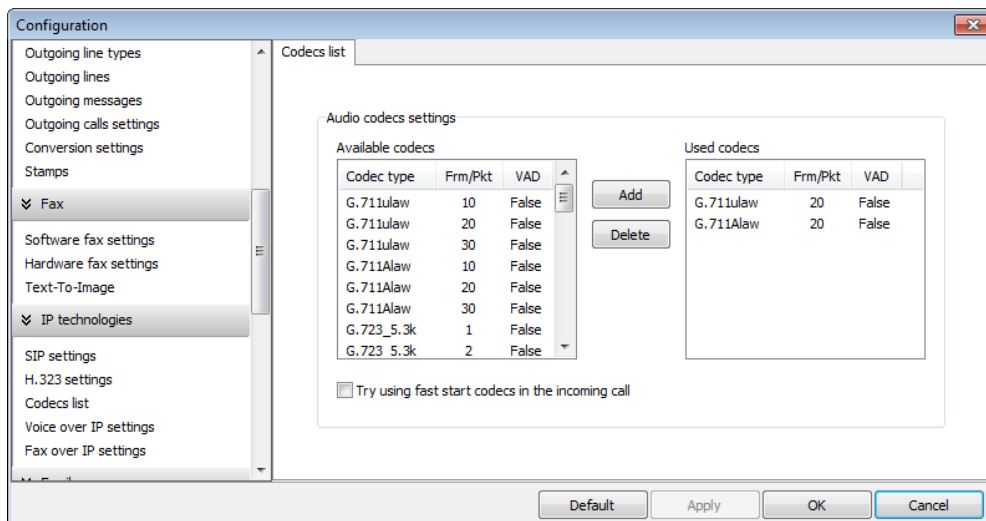
- 1) *All modes are available.* The system can use any mode.
  - 2) *Out-of-band (RFC 2833).* DTMF digits are sent and received in the RTP stream as defined in RFC 2833.
  - 3) *In-band.* DTMF digits are sent and received in-band via standard RTP transcoding.
  - 4) *Alphanumeric.* DTMF digits are sent and received in H.245 UI Alphanumeric messages.
- **Local port.** Specifies local port.
  - **Origination.** Specifies H.323 origination.
  - **Origination type.** Specifies H.323 origination type.
  - **H.323 terminal type.** Specifies H.323 terminal type:
    - 1) *Terminal.* An endpoint on an IP network that supports the real-time, two-way communication with another H.323 entity. A terminal supports multimedia coders/decoders (codecs) and setup and control signaling.
    - 2) *Gateway.* Provides the interface between a packet-based network (for example, an IP network) and a circuit-switched network (for example, the PSTN). A gateway translates communication procedures and formats between networks. It handles call setup and teardown and the compression and packetization of voice information.
  - **Enable fast start.** Enables fast connection.
  - **H.245 tunneling.** Turns on/off using tunneled signaling message capability, that is documented in Annex M of the ITU-T recommendations for H.323. This capability allows DSS/QSIG/ISUP messages to be encapsulated in common H.225
  - **Mandatory H.245 channel.** Turns on/off mandatory H.245 channel establishment in fast start connections.

#### Individual account settings

- **Connection type.** Specifies H.323 connection type
  - 1) *Gateway.* Simple interface with no authentication.
  - 2) *Gatekeeper.* Gateway with authentication.
- **Phone.** Specifies account H.323 phone.
- **H.323 Id.** Specifies account H.323 Id.
- **Email.** Specifies account H.323 email.
- **Registration lifetime.** Registration lifetime.

#### Codecs list

Here you can configure available VoIP codecs:

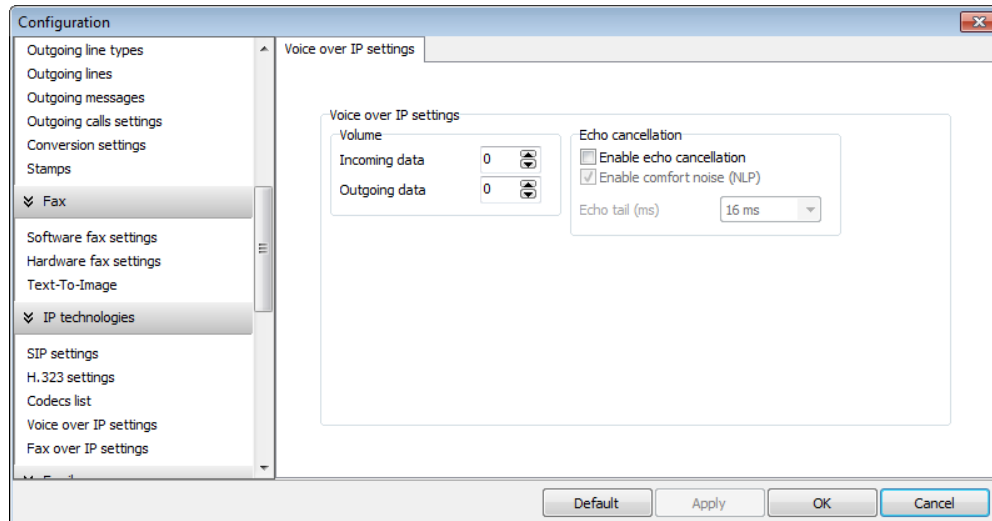


On the left side of the window, there is a list of all “*Available codecs*”, on the right side – a list of “*Used codecs*”. Buttons “*Add*” and “*Delete*” manage these lists.

“*Try using fast start codecs*” parameter allows the system to change used codecs according to the remote request during fast start.

## Voice over IP settings

Here you can configure some Voice over IP settings:



### Volume

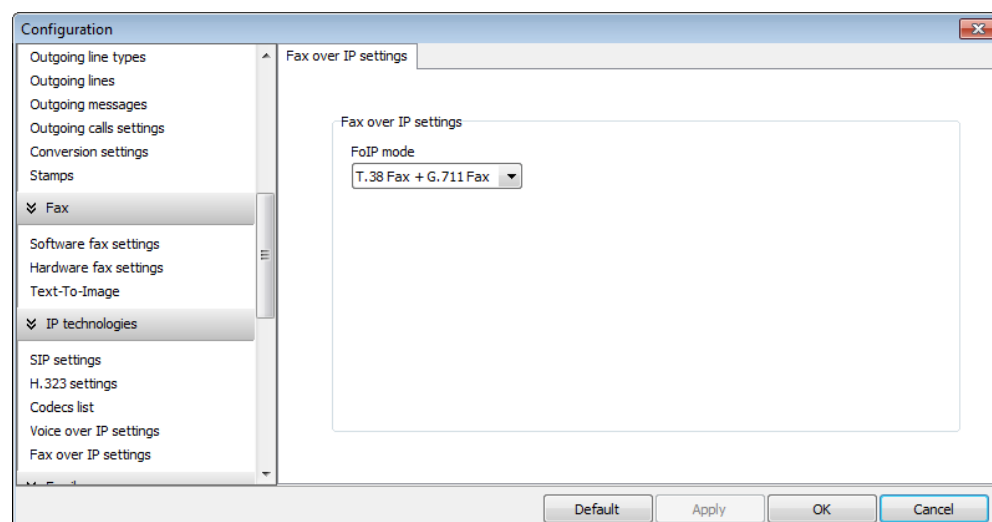
- **Incoming data.** Specifies incoming data volume gain.
- **Outgoing data.** Specifies outgoing data volume gain.

### Echo cancellation

- **Enable echo cancellation.** Turns on/off using echo cancellation during conversation.
- **Enable comfort noise (NLP).** Turns on/off using NLP during conversation.
- **Echo tail (ms).** Specifies echo tail length for echo cancellation.

## Fax over IP settings

Here you can configure some Fax over IP settings:



- **FoIP mode.** Specifies fax transmission/reception mode:

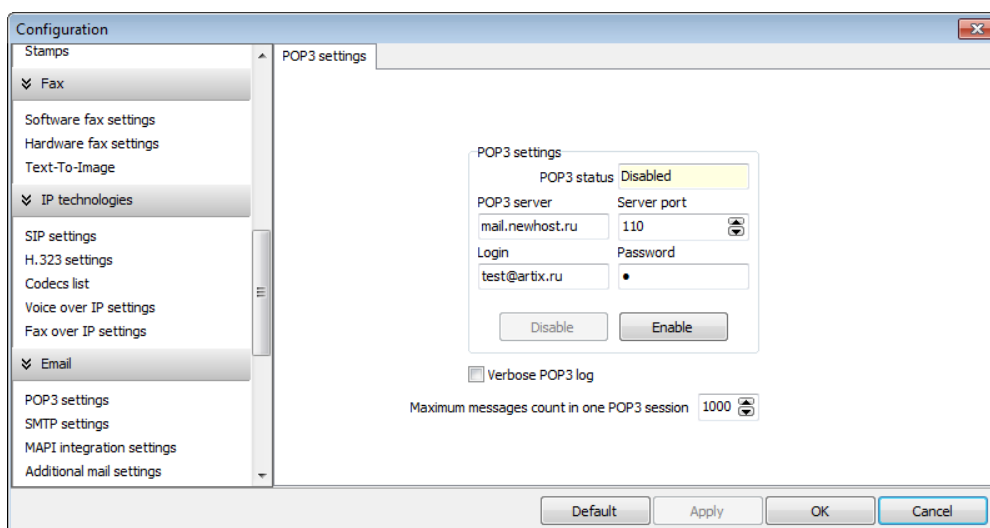
- 1) *Disabled*. No fax is allowed.
- 2) *G.711 Fax only*. Only G.711 fax is enabled.
- 3) *T.38 Fax + G.711 Fax*. Both fax connection methods are allowed. T.38 has higher priority.
- 4) *T.38 Fax only*. Only T.38 fax is enabled.

## Email

This group of settings affects various email technologies. Email messages can be sent and received using SMTP and POP3 protocols or through connection to MS Exchange Server using Extended MAPI protocol. POP3/SMTP and Extended MAPI work independently from each other.

### POP3 settings

Here you can configure POP3 settings for incoming mails:

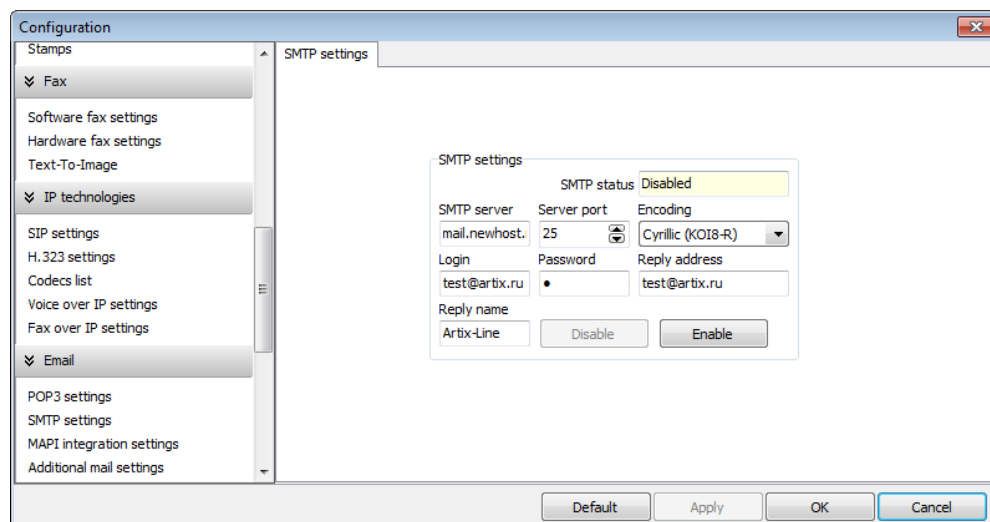


For POP3 connection, you need to configure standard POP3 settings: “POP3 server”, “Server port”, “Login” and “Password”. Buttons “Disable” and “Enable” turn off/on using POP3.

“Verbose POP3 log” turns on/off logging to “pop3.log” file. “Maximum messages count in one POP3 session” specifies maximum number of received messages during one session.

### SMTP settings

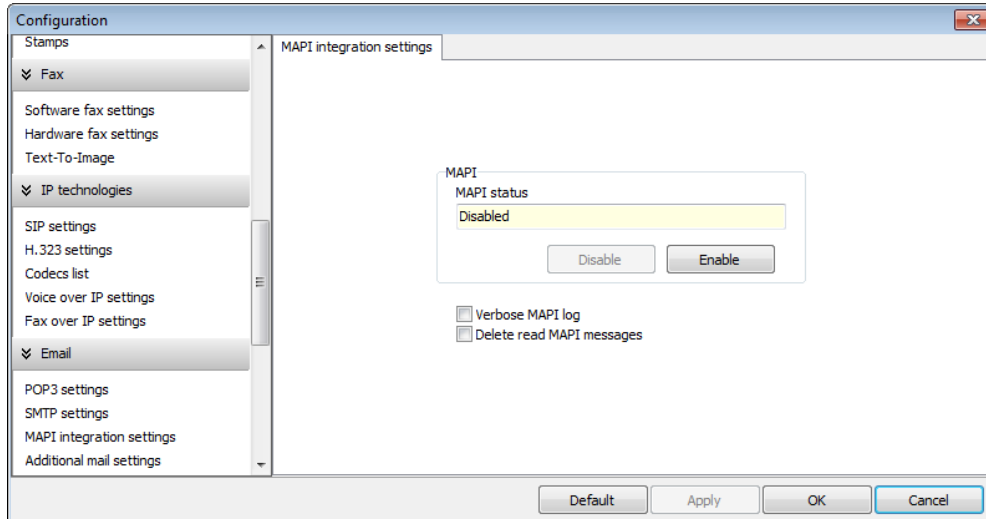
Here you can configure SMTP settings for outgoing mails:



For SMTP connection, you need to configure standard SMTP settings: “SMTP server”, “Server port”, “Encoding”, “Reply address”, “Reply name”, “Login” and “Password”. Buttons “Disable” and “Enable” turn off/on using SMTP.

### MAPI integration settings

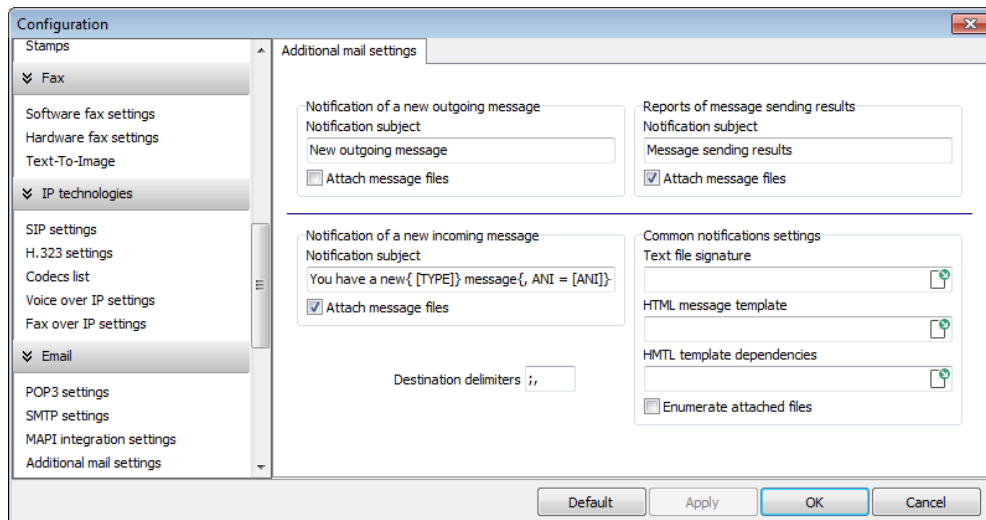
Here you can configure Extended MAPI settings for connection to MS Exchange Server:



Buttons “Disable” and “Enable” turn off/on using Extended MAPI. “Verbose MAPI log” turns on/off logging to “mapi.log” file. “Delete read MAPI messages” turns on/off deleting of already read messages.

### Additional mail settings

Here you can configure some additional settings regarding email handling:



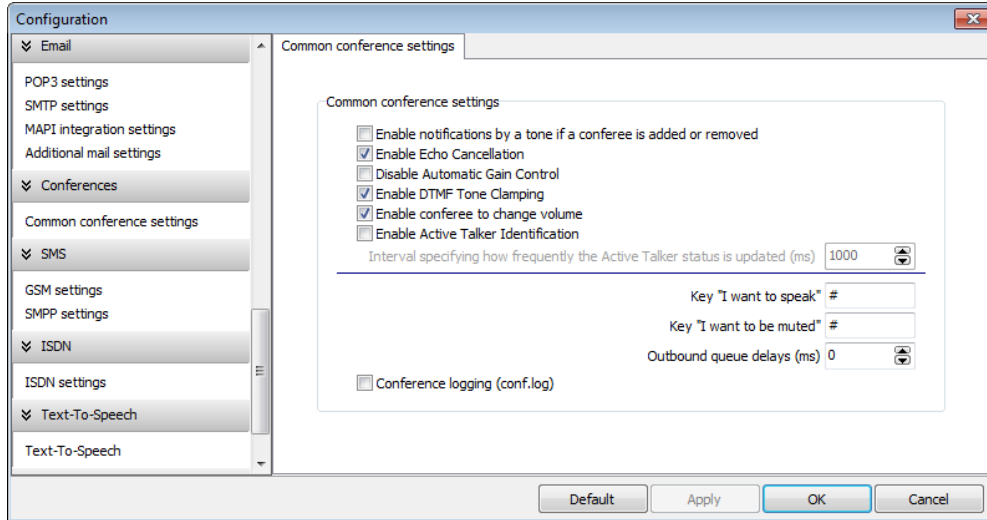
- **Notifications subject.** Specifies email subjects for different notifications.
- **Attach message files.** Turns on/off message attachment for different notifications.
- **Destination delimiters.** Specifies delimiters used for distinguishing addresses in the destination text.
- **Text file signature.** Specifies a text file to be attached to every email message.
- **HTML message template.** Specifies an HTML template used for composing HTML message.
- **HTML template dependencies.** Specifies the HTML template dependencies (e.g. images) used for composing HTML message.
- **Enumerate attached files.** Turns on/off enumerating message attachments in the email body.

## Conference settings group

This group of settings affects all audio conferences behavior.

### Common conference settings

Here you can configure common audio conference settings:



- **Enable notifications by a tone if a conferee is added or removed.** Turns on/off tone notifications.
- **Enable Echo Cancellation.** Turns on/off echo cancellation.
- **Disable Automatic Gain Control.** Turns on/off AGC.
- **Enable DTMF Tone Clamping.** Turns on/off DTMF tone clamping.
- **Enable conferee to change volume.** Turns on/off allowing the conferee to change his volume.
- **Enable Active Talker identification.** Turns on/off visual display of active talkers.
- **Interval specifying how frequently the Active Talker status is updated (ms).** Specifies the interval for updating active talkers' status.
- **Key "I want to speak".** Specifies the phone key by which the conferee informs the operator about his desire to change his status to "Speaking".
- **Key "I want to be muted".** Specifies the phone key by which the conferee informs the operator about his desire to change his status to "Mute".
- **Outbound queue delays (ms).** Specifies delay between two consecutive outgoing phone calls for the conferees.
- **Conference logging (conf.log).** Turns on/off logging to "conf.log" file.

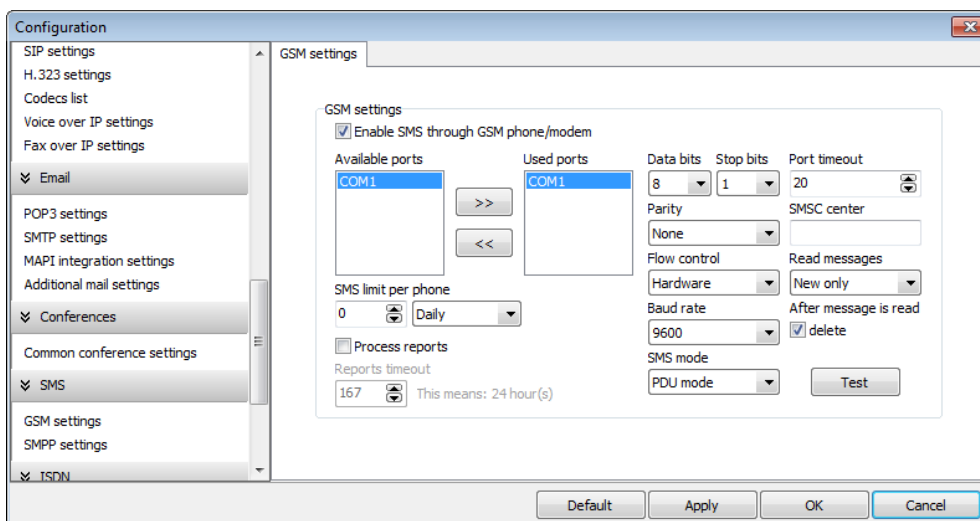
## SMS

This group of settings affects various SMS technologies. SMS messages can be sent and received using GSM cell phone/modem or through SMTP servers of cellular providers.

### GSM settings

Here you can configure GSM settings:





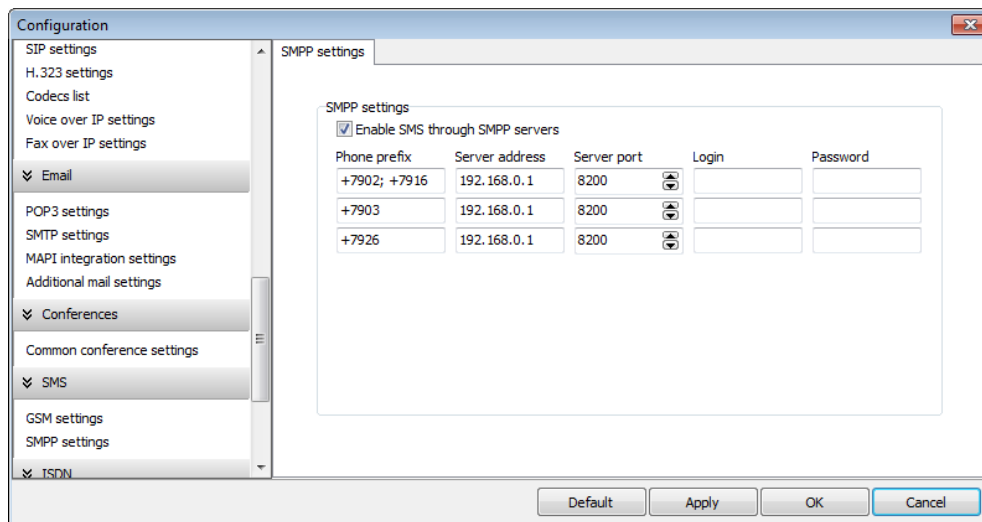
To send SMS messages using GSM phone or modem, first you should connect it somehow to a PC and then configure the phone software to make it work as a modem connected to a virtual COM port. GSM settings are the following:

- **Enable SMS through GSM phone/modem.** Enables using GSM phone or modem for sending and receiving SMS messages.
- **Available ports.** List of available COM ports.
- **Used ports.** List of all COM ports where GSM modems are connected. You can manage this list using ">>" and "<<" buttons for adding ports from "Available ports" or removing them.
- **Data bits, Stop bits, Port timeout, Parity, Flow control, Baud rate.** Specify COM port settings. They should be the same for all GSM phones.
- **SMSC center.** Specifies a different SMSC center from the one specified in the phone.
- **Read messages.** Allows reading SMS messages from the phone.
- **Delete after message is read.** Turns on/off deleting message after it is read.
- **SMS mode.** Specifies SMS mode:
  - 1) *PDU mode.* Messages will be sent and received with PDU encoding. It is the most common way; all cell phones support this mode.
  - 2) *Text mode.* Messages will be sent and received with various standard encoding e.g. UTF-8. It is the less common way, not all cell phones support this mode.
- **SMS limit per phone.** Specifies SMS count limit of sent messages for each phone. Messages count can be calculated:
  - 1) *Daily.* On daily basis.
  - 2) *Monthly.* On monthly basis.
- **Process reports.** Turns on/off processing message send reports to make sure that the message is delivered.
- **Reports timeout.** Specifies length of time to wait before deciding that the message sent, but not delivered.

"Test" button is for testing modem properties.

## SMPP settings

Here you can configure SMPP settings:



To send SMS messages using SMPP server of the cellular company it should offer you this service and provide you with SMPP server settings, which are the following:

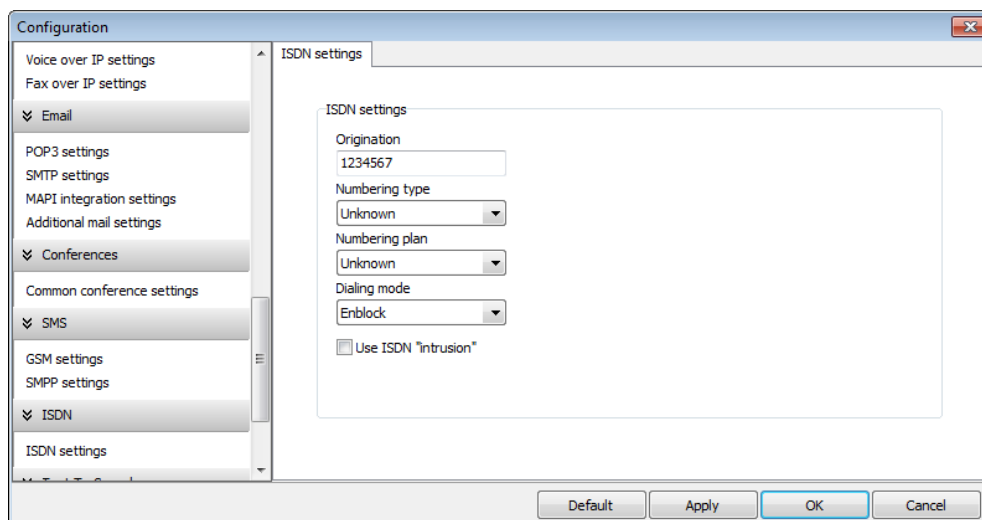
- **Phone prefix.** The setting is required to be specified if you have multiple SMPP servers and you need intellectually select them depending on the phone prefix.
- **Server address, Server port, Login and Password.** Service provider SMPP server settings.

## ISDN settings group

This group of settings affects ISDN low-level behavior.

## ISDN settings

Here you can configure ISDN settings:



- **Origination.** Specifies origination number that is used for outgoing calls.
- **Numbering type.** Specifies calling and origination number types:
  - 1) *Unknown.* Transparent number type
  - 2) *International.* International number for international call (verify availability with service provider).
  - 3) *National.* National number for call within national numbering plan (accepted by most networks).
  - 4) *Local.* Subscriber number for a local call (verify availability with service provider).

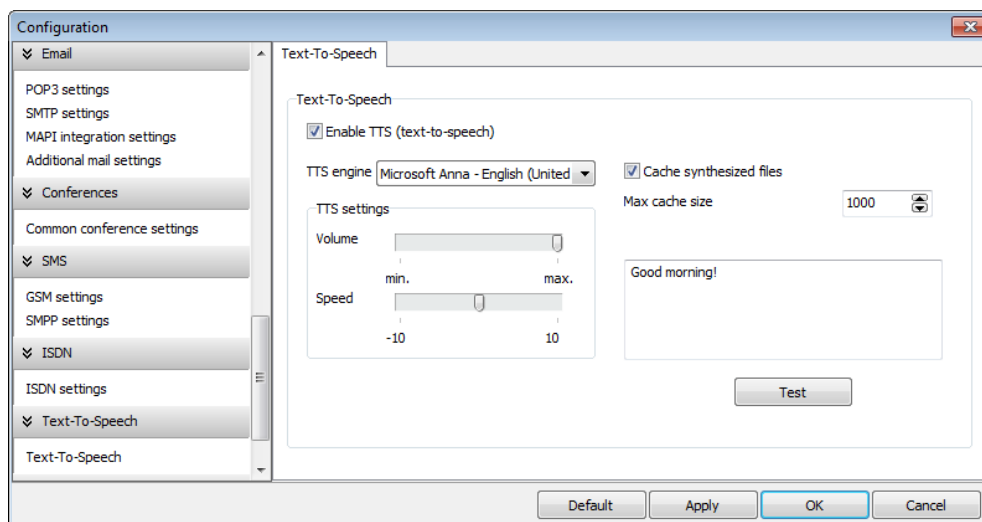
- **Numbering plan.** Specifies calling and origination number plans:
  - 1) *Unknown.* Unknown number plan.
  - 2) *ISDN (E.164/E.163).* International number for international call (verify availability with service provider).
  - 3) *Telephony (E.164).* Telephony numbering plan.
- **Dialing mode.** Specifies ISDN dialing mode:
  - 1) *Enblock.* Number is complete.
  - 2) *Overlap.* Number is not complete.
- **Use ISDN "intrusion".** Turns on/off using ISDN intrusion for outgoing calls.

## Text-to-speech settings group

This group of settings affects text-to-speech handling behavior.

## Text-To-Speech (TTS)

Here you can configure Text-to-speech settings required for generating audio from text files:



Though the system has its own voice primitives engine, which allows playing digits, numbers, dates and currencies, sometimes it is required to prepare voice messages directly from a custom text information. This can be done through TTS engines using Microsoft SAPI technology.

Text-To-Speech settings are the following:

- **Enable TTS (text-to-speech).** Turns on/off using TTS.
- **TTS engines.** Specifies the TTS engine to be used for generating voice files.
- **Volume.** Specifies the volume gain level of speech.
- **Speed.** Specifies the speed gain level of speech.
- **Cache synthesized files.** Turns on/off caching of the generated voice files.
- **Max cache size.** Specifies maximum files count in the cache.

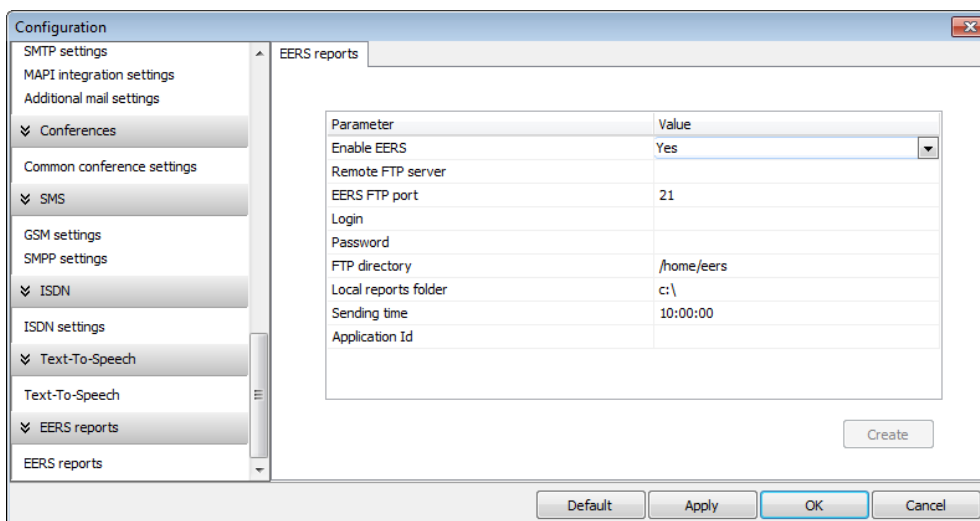
"Test" button allows engine testing by generating audio from the text memo above.

## EERS settings group

This group of settings affects EERS reports handling.

## EERS reports

Here you can configure EERS report settings:



- **Enable EERS.** Turns on/off automatic preparing and sending EERS report files via FTP.
- **Remote FTP server.** Specifies an IP-address or a DNS name of the FTP-server used for uploading EERS-reports.
- **EERS FTP port.** Specifies FTP-server port.
- **Login.** Specifies the user login to the FTP-server.
- **Password.** Specifies the user password to the FTP-server.
- **FTP directory.** Specifies an FTP directory used for uploading the EERS-reports.
- **Local reports folder.** Specifies a folder on a local server for the generated EERS-reports.
- **Sending time.** Specifies time when EERS reports are prepared and sent.
- **Application ID.** Specifies an arbitrary sequence of digits "0"..."9" identifying the EERS application.

### 3.1.4 Statistics

#### Statistics window

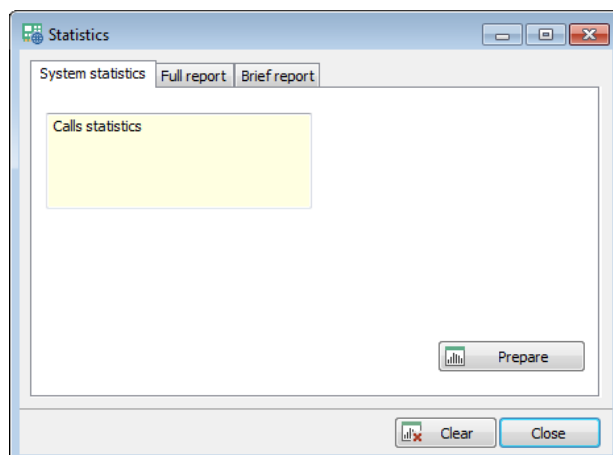
To display system statistics, prepare and export various reports the "Statistics" window is used. Each statistics tab will be described below.

At the bottom of the window, there are standard buttons:

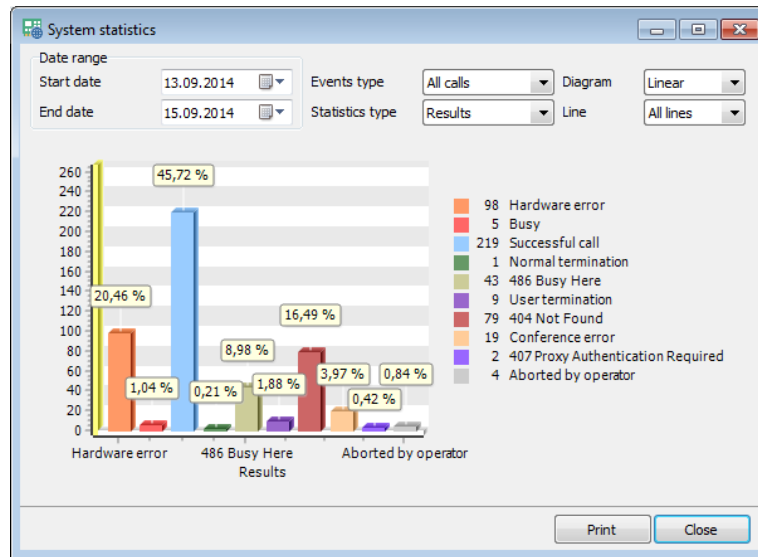
- **Clear.** Clears all calls statistics.
- **Close.** Closes the window.

#### System statistics

This tab is used for preparing calls statistics:



To access call statistics window press the “*Prepare*” button, it will bring up “*System statistics*” window:



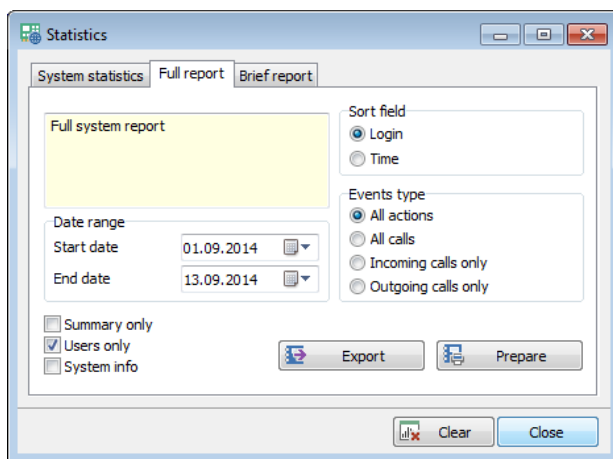
- **Date range.** Specifies the date range used for displaying statistics.
- **Events type.** Specifies events type used for displaying statistics.
  - 1) *All calls.* All calls will be used.
  - 2) *Outgoing calls only.* Outgoing calls will be used.
  - 3) *Incoming calls only.* Incoming calls will be used.
- **Statistics type.** Specifies how the statistics is grouped.
  - 1) *Results.* Statistics will be grouped by call results.
  - 2) *Lines.* Statistics will be grouped by lines.
- **Diagram.** Specifies how the statistics is displayed.
  - 1) *Linear.* The statistics diagram is linear.
  - 2) *Pie.* The statistics diagram is a pie.
- **Line.** Specifies what lines will be used for displaying statistics.
  - 1) *All lines.* All lines will be used.
  - 2) *1, 2, 3...* Specific line will be used.

At the bottom of the window, there are standard buttons:

- **Print.** Brings up the print setup window where you can print the diagram.
- **Close.** Closes the window.

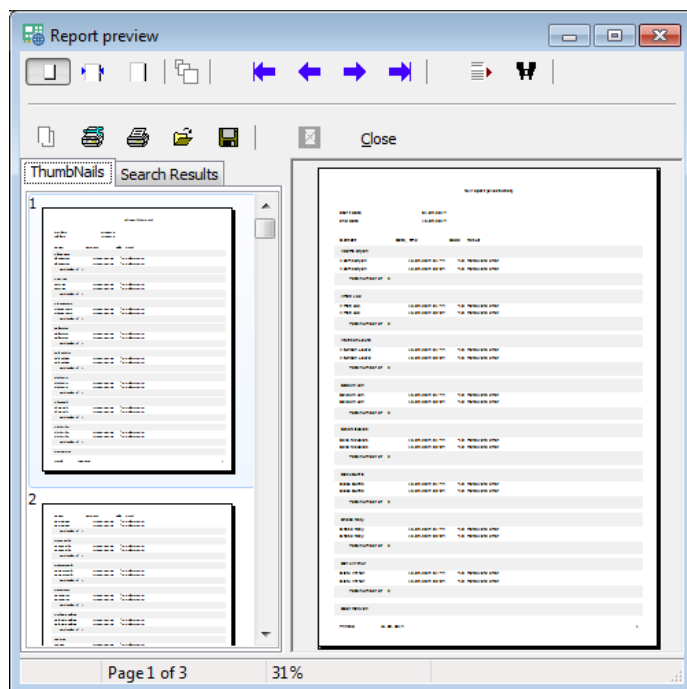
### Full report

This tab is used for preparing calls system activity report:

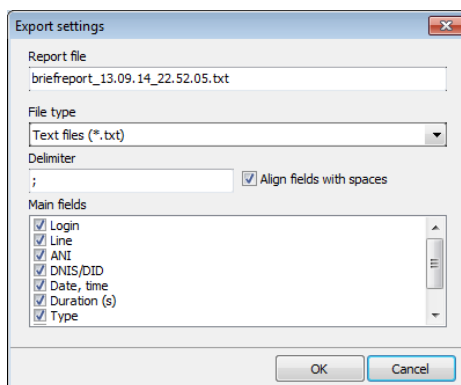


- **Date range.** Specifies the date range used for preparing the report.
- **Sort field.** Specifies the sorting field.
- **Events type.** Specifies events type used for displaying statistics.
  - 1) *All actions.* All calls and “Administrator” actions will be used.
  - 2) *All calls.* All calls will be used.
  - 3) *Outgoing calls only.* Outgoing calls will be used.
  - 4) *Incoming calls only.* Incoming calls will be used.
- **Summary only.** Turns on/off displaying only summarized statistics data hiding details on each action.
- **Users only.** Turns on/off displaying statistics data referring only to the users omitting others.
- **System info.** Turns on/off only system actions, made by system only, not by users.

Button “Prepare” brings up the report window:



Button “Export” brings up the report window:



Export settings are:

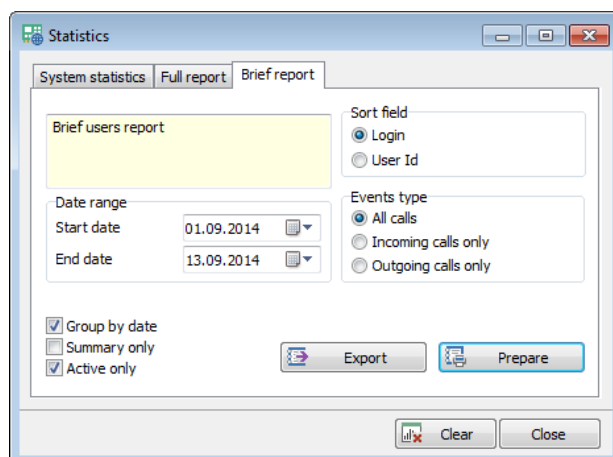
- **Report file.** Specifies export file name.
- **File type.** Specifies export file type. Possible values are:
  - 1) *Text files “.txt”.* Export file is a text file.
  - 2) *Excel files “.csv”.* Export file is an Excel CSV file.
  - 3) *HTML4 files “.html”.* Export file is an HTML4 file better viewed in MS Internet Explorer.
  - 4) *HTML5 files “.html”.* Export file is an HTML5 file better viewed in all other modern web browsers.
- **Delimiter.** Specifies field delimiter for the text files. For CSV files, the delimiter is pre-defined as “;”, for HTML files delimiter is not needed.
- **Align fields with spaces.** Specifies whether the fields of the text files are aligned or not.
- **Main fields.** Statistics table fields list where you can specify the fields to be shown in the report.

At the bottom of the window, there are standard buttons:

- **Ok.** Starts data exporting and closes the window.
- **Cancel.** Cancels data exporting and closes the window.

## Brief report

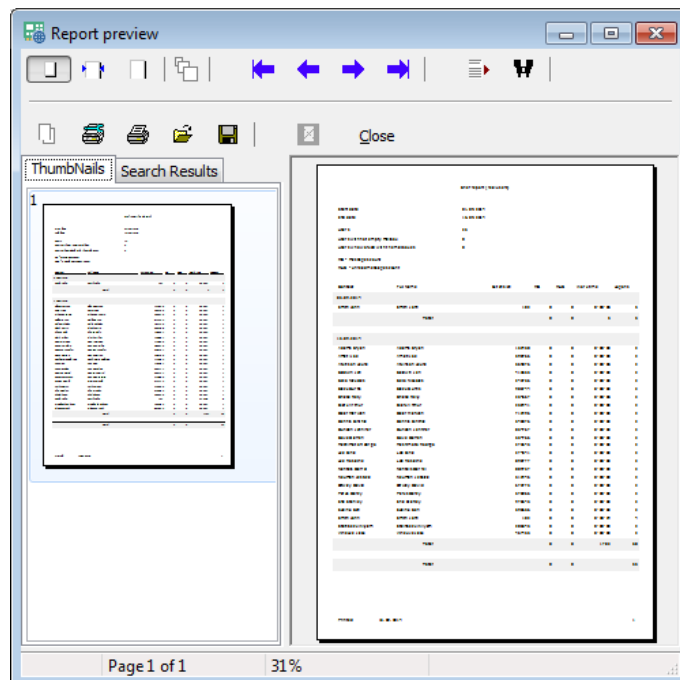
This tab is used for preparing brief users reports:



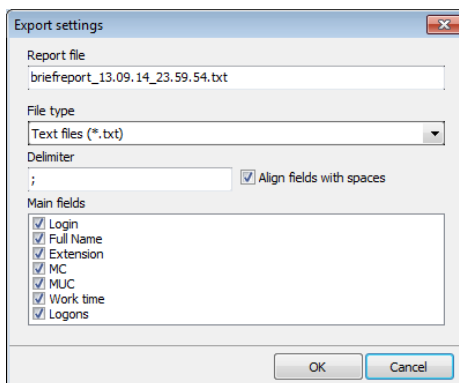
- **Date range.** Specifies the date range used for preparing the report.
- **Sort field.** Specifies the sorting field.
- **Events type.** Specifies events type used for displaying statistics.
  - 1) *All calls.* All calls will be used.
  - 2) *Incoming calls only.* Incoming calls will be used.
  - 3) *Outgoing calls only.* Outgoing calls will be used.

- **Group by date.** Turns on/off displaying statistics data grouped by date.
- **Summary only.** Turns on/off displaying only summarized statistics data hiding details on each action.
- **Active only.** Turns on/off displaying statistics data referring only to the users ever logged to their voice/fax boxes.

Button “Prepare” brings up the report window:



Button “Export” brings up the report window:



Export settings are:

- **Report file.** Specifies export file name.
- **File type.** Specifies export file type. Possible values are:
  - 1) *Text files “.txt”.* Export file is a text file.
  - 2) *Excel files “.csv”.* Export file is an Excel CSV file.
  - 3) *HTML4 files “.html”.* Export file is an HTML4 file better viewed in MS Internet Explorer.
  - 4) *HTML5 files “.html”.* Export file is an HTML5 file better viewed in all other modern web browsers.
- **Delimiter.** Specifies field delimiter for the text files. For CSV files, the delimiter is pre-defined as “;”, for HTML files delimiter is not needed.
- **Align fields with spaces.** Specifies whether the fields of the text files are aligned or not.
- **Main fields.** Statistics table fields list where you can specify the fields to be shown in the report.

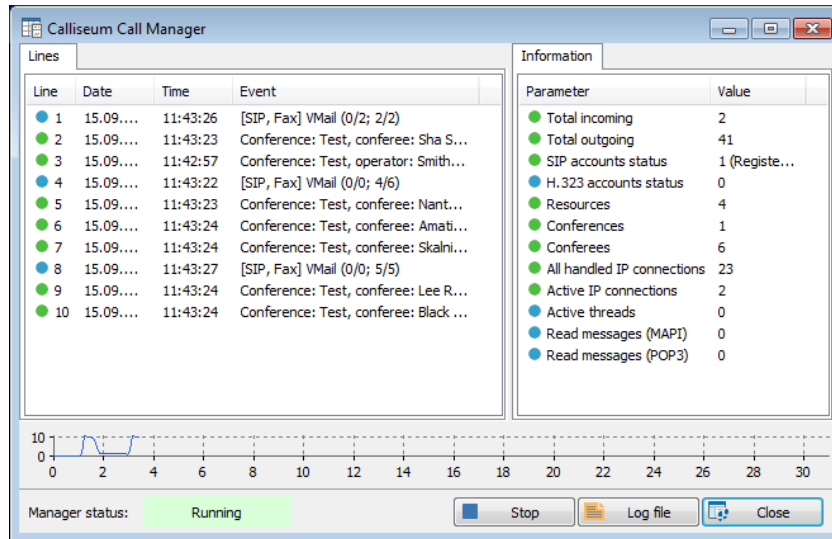


At the bottom of the window, there are standard buttons:

- **Ok.** Starts data exporting and closes the window.
- **Cancel.** Cancels data exporting and closes the window.

## 3.2 Call Manager

“Call manager” is a utility for handling both incoming and outgoing calls, emails, SMS messages and remote clients. It consists of two programs, one of which has a visual interface and allow controlling the other, non-visual part that performs actual work:



On the left side of the window, there is a list of available lines, at the top right – some session information. Below is the diagram showing dependence of active lines number (Y-axis) from time (X-axis).

The lines context menu has the following options:

- **Lines.** Shows lines list (default).
- **Conferees.** Shows conferees list from all active conferences.
- **Conversion queue.** Shows all converting image files list.
- **Remote client.** Shows all remote clients list.
- **Refresh.** Manually refreshes all displayed information.
- **Visible columns.** Allows selecting lines list visible columns.

The diagram context menu has the following options:

- **30 min ... 1 week.** Specifies maximum diagram displayed time.

“Call manager” tray icon has a context menu with the following options:

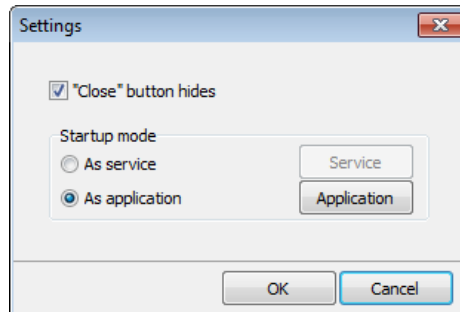
- **Restore.** Opens the main window. The same effect could be achieved by tray icon double click.
- **Disable/Enable....** Enables/disables specific call manager behavior:
  - 1) *Call processing.* Call handling
  - 2) *Clients handling.* Remote clients handling.
  - 3) *Mail processing.* Email messages handling.
  - 4) *Queue processing.* Outgoing messages handling.
- **Log-file.** Opens log files browser with automatically opened file “callman.log”.
- **Settings.** Opens a configuration window.
- **Close.** Closes “Call manager”.

At the bottom of the window, there are standard buttons:

- **Start/Stop.** Starts/stops invisible part of the “*Call manager*”.
- **Log-file.** Opens log files browser with automatically opened file “*callman.log*”.
- **Close.** Closes or hides main window.

### 3.2.1 Settings

The “Settings” option called from the tray menu icon brings up the “Settings” window:



- **Close “button” hides.** Specifies whether “Close” button from the main window exits the “*Call manager*” or just hides it.
- **Startup mode.** Specifies startup mode of the invisible part of the “*Call manager*”.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves all configuration settings changes and closes the window.
- **Cancel.** Cancels all configuration settings changes and closes the window.

### 3.2.2 Startup modes

#### Service settings

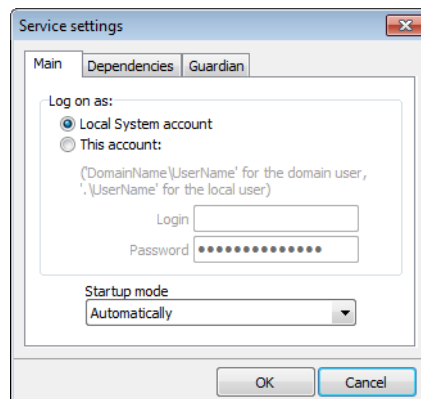
This settings group allows configuring “*Call manager*” as a Windows service.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves all service settings changes and closes the window.
- **Cancel.** Cancels all changes and closes the window.

#### Main settings

This tab is used for configuring main service settings:

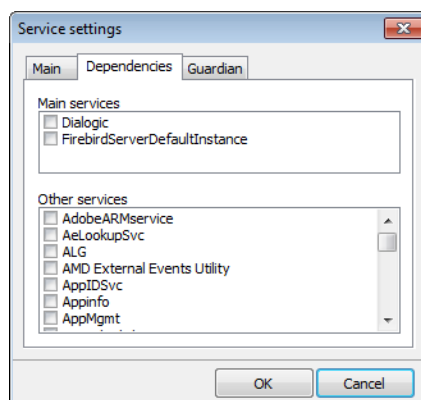


- **Log on as.** Specifies system account to use for starting the “*Call manager*” service

- 1) *Local System account*. Built-in account, Extended MAPI and network directories are unavailable for the service.
  - 2) *This account*. Any Windows user's account with "Login" and "Password", privileges for the service are the same as for the user.
- **Startup mode**. Specifies startup mode for the service:
    - 1) *Automatically*. Service is started automatically.
    - 2) *Manually*. Service is started manually.
    - 3) *Disabled*. Service is disabled.

## Dependencies

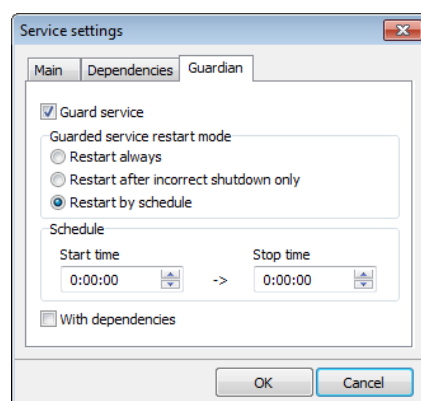
Dependencies are the other services that must be started prior to the "Call manager" service:



Usually you should check services only from "Main services" list because they are directly used by the "Call manager". However, you can add any dependency from "Other services" list.

## Guardian

"Guardian" is a helper service that can be optionally installed to monitor the "Call manager" service:



The main idea of the "Guardian" service is to watch for the "Call manager" service and if it is terminated abnormally or hangs to automatically restart it.

- **Guard service**. Installs and "Guardian" service.
- **Guarded service restart mode**. Specifies "Guardian" actions when "Call manager" service is stopped:
  - 1) *Restart always*. "Call manager" service will be restarted no matter for the reason it is stopped.
  - 2) *Restart after incorrect shutdown only*. "Call manager" service will be restarted if it is stopped abnormally or hangs.
  - 3) *Restart by schedule*. "Call manager" service will be started at "Start time" and be stopped at "Stop time" automatically.

- **With dependencies.** Allows “Guardian” automatically starting of the “Call manager” dependent services.

### Application settings

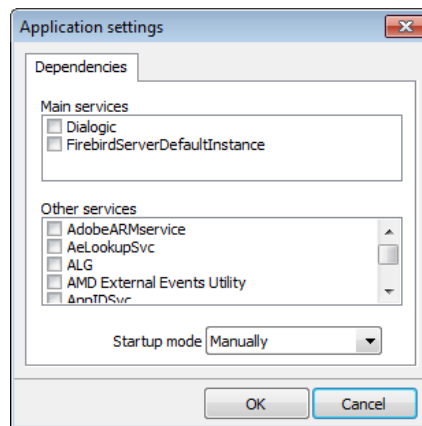
This settings group allows configuring “Call manager” as an application.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves all service settings changes and closes the window.
- **Cancel.** Cancels all changes and closes the window.

### Dependencies

Dependencies are the services that must be started prior to the “Call manager” application:

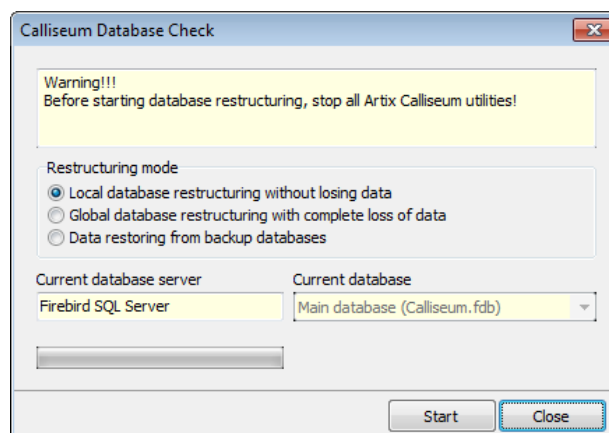


Usually you should check services only from “Main services” list because they are directly used by the “Call manager”. However, you can add any dependency from “Other services” list.

- **Startup mode.** Specifies startup mode for the application:
  - 1) *Automatically.* Application is started automatically when the Windows user is logged on.
  - 2) *Manually.* Application is started manually.

## 3.3 Database Check

“Database check” is a utility for managing the system database file:



The “Database check” utility can be used for two purposes:

- 1) To update the database file created in an old Calliseum version to reflect changes that have been made in newer version.

- 2) To reduce dramatically the database file size because it constantly grows with time and never decreases automatically even when records are deleted.
- 3) To restore database and system settings from the database backups.

The “Database check” utility has the following parameters:

- **Restructuring mode.** Specifies the way the restructuring process will affect the database:
  - 1) *Local database restructuring without losing data.* Tries to leave the database file intact as much as possible. Mostly it keeps all previous data.
  - 2) *Global restructuring with complete loss of data.* Erases the old database file and creates a new one. All data will be lost
  - 3) *Data restoring from backup databases.* Restores data from the old backups. All data will be lost.

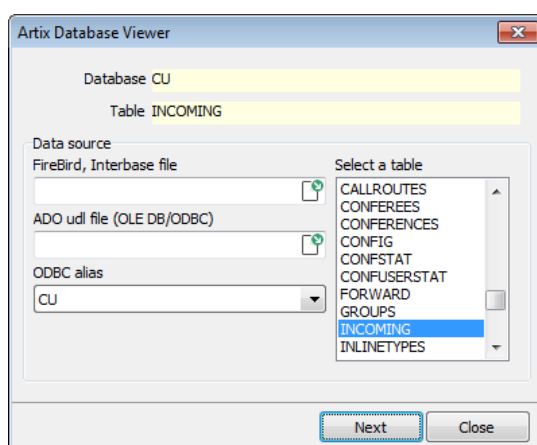
“Current database server” shows the database server that is currently used by the system. “Current database” shows the current database.

At the bottom of the window, there are standard buttons:

- **Start.** Starts restructuring process.
- **Close.** Exits the program without restructuring.

## 3.4 Database Viewer

“Database viewer” is a utility for viewing tables from arbitrary database:



First, you should specify a “Data source” from which you wish to view tables. It could be:

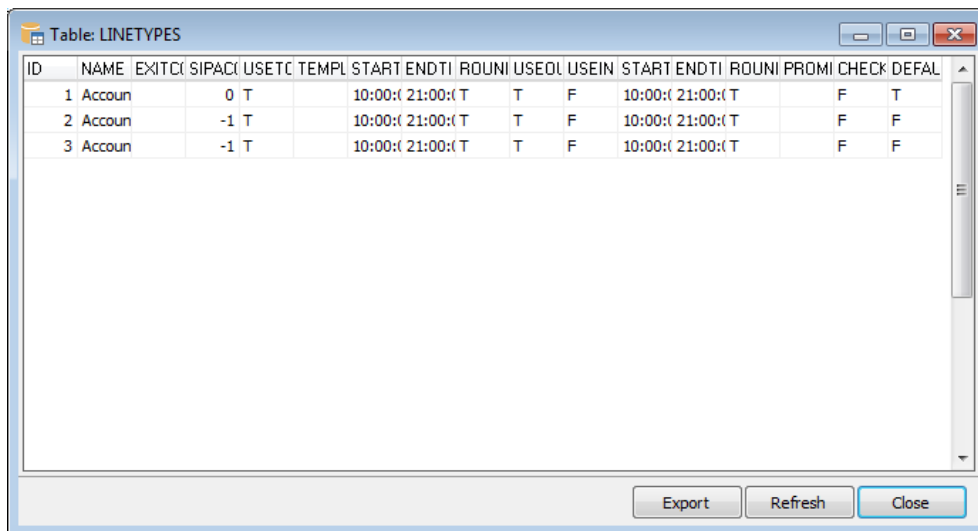
- 1) Firebird or Interbase database file (\*.fdb; \*.ib)
- 2) ADO connection file (OLE DB) (\*.udl)
- 3) ODBC alias

Then you should “Select a table” from the list of all available tables.

At the bottom of the window, there are standard buttons:

- **Next.** Opens the next step.
- **Close.** Exits the program.

If you pressed the “Next” button a “Table” window will show up:



ID	NAME	EXIST	SIPAC	USEC	TEMPL	START	ENDT	ROUNI	USEQ	USEIN	START	ENDT	ROUNI	PROMI	CHECK	DEFAL
1	Accoun	0	T			10:00:(	21:00:(	T	T	F	10:00:(	21:00:(	T		F	T
2	Accoun	-1	T			10:00:(	21:00:(	T	T	F	10:00:(	21:00:(	T		F	F
3	Accoun	-1	T			10:00:(	21:00:(	T	T	F	10:00:(	21:00:(	T		F	F

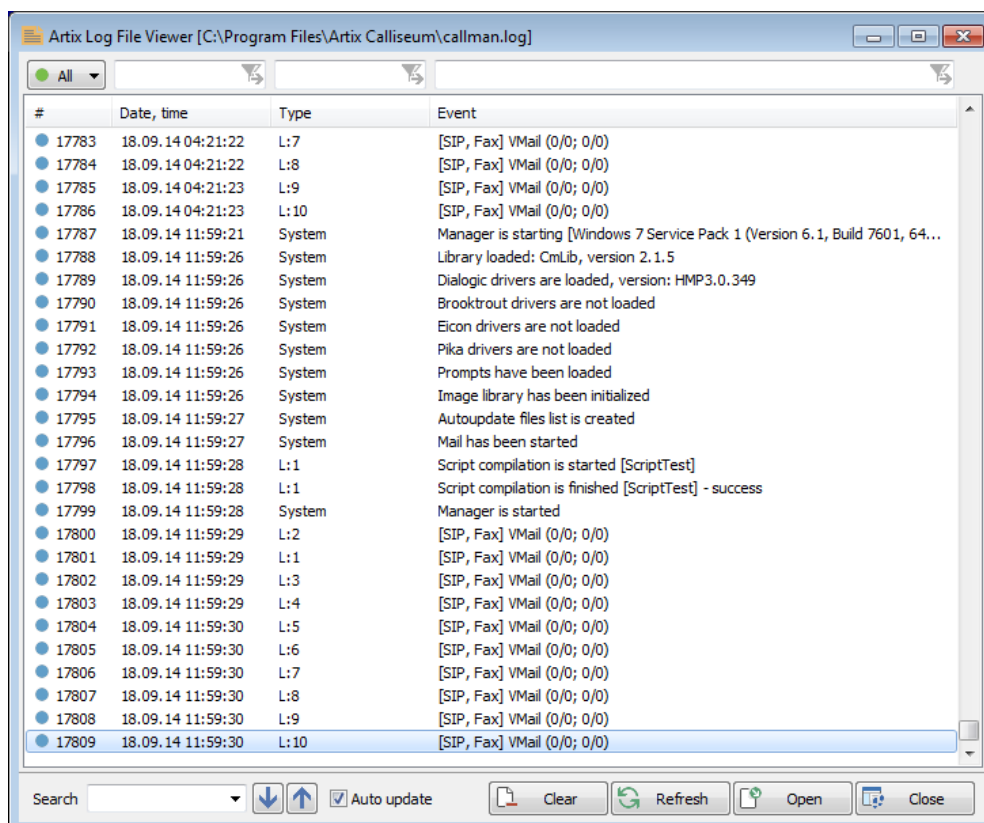
Table data is viewed as a data grid.

At the bottom of the window, there are standard buttons:

- **Export.** Exports the table to a text file with “;” as a divider.
- **Refresh.** Refreshes table data if it is been changed outside the program.
- **Close.** Closes the window.

## 3.5 Log File Viewer


“Log File Viewer” is a utility for viewing log files created by the system:






#	Date, time	Type	Event
17783	18.09.14 04:21:22	L:7	[SIP, Fax] VMail (0/0; 0/0)
17784	18.09.14 04:21:22	L:8	[SIP, Fax] VMail (0/0; 0/0)
17785	18.09.14 04:21:23	L:9	[SIP, Fax] VMail (0/0; 0/0)
17786	18.09.14 04:21:23	L:10	[SIP, Fax] VMail (0/0; 0/0)
17787	18.09.14 11:59:21	System	Manager is starting [Windows 7 Service Pack 1 (Version 6.1, Build 7601, 64...
17788	18.09.14 11:59:26	System	Library loaded: CmLib, version 2.1.5
17789	18.09.14 11:59:26	System	Dialogic drivers are loaded, version: HMP3.0.349
17790	18.09.14 11:59:26	System	Brooktrout drivers are not loaded
17791	18.09.14 11:59:26	System	Eicon drivers are not loaded
17792	18.09.14 11:59:26	System	Pika drivers are not loaded
17793	18.09.14 11:59:26	System	Prompts have been loaded
17794	18.09.14 11:59:26	System	Image library has been initialized
17795	18.09.14 11:59:27	System	Autoupdate files list is created
17796	18.09.14 11:59:27	System	Mail has been started
17797	18.09.14 11:59:28	L:1	Script compilation is started [ScriptTest]
17798	18.09.14 11:59:28	L:1	Script compilation is finished [ScriptTest] - success
17799	18.09.14 11:59:28	System	Manager is started
17800	18.09.14 11:59:29	L:2	[SIP, Fax] VMail (0/0; 0/0)
17801	18.09.14 11:59:29	L:1	[SIP, Fax] VMail (0/0; 0/0)
17802	18.09.14 11:59:29	L:3	[SIP, Fax] VMail (0/0; 0/0)
17803	18.09.14 11:59:29	L:4	[SIP, Fax] VMail (0/0; 0/0)
17804	18.09.14 11:59:30	L:5	[SIP, Fax] VMail (0/0; 0/0)
17805	18.09.14 11:59:30	L:6	[SIP, Fax] VMail (0/0; 0/0)
17806	18.09.14 11:59:30	L:7	[SIP, Fax] VMail (0/0; 0/0)
17807	18.09.14 11:59:30	L:8	[SIP, Fax] VMail (0/0; 0/0)
17808	18.09.14 11:59:30	L:9	[SIP, Fax] VMail (0/0; 0/0)
17809	18.09.14 11:59:30	L:10	[SIP, Fax] VMail (0/0; 0/0)

All log file are located in the main installed directory.

Log file data is shown as a list of events each marked according to its status:

-  Specifies a normal event.

-  Specifies a warning event.
-  Specifies a critical event.

At the top of the window there are fields allowing events filtering, if the filter text is found somewhere in the event then it will be shown, otherwise will not. To apply a filter press  button, to remove – clear the filter field.

At the bottom left of the window, there are search field allowing events searching back and forth and “Auto update” checkbox for turning on/off automatic log file updating if it is changed outside the program.

At the bottom right of the window, there are standard buttons:

- **Clear.** Clears the log file.
- **Refresh.** Refreshes the log file.
- **Open.** Opens a log file.
- **Close.** Exits the program.

## 4 Client modules

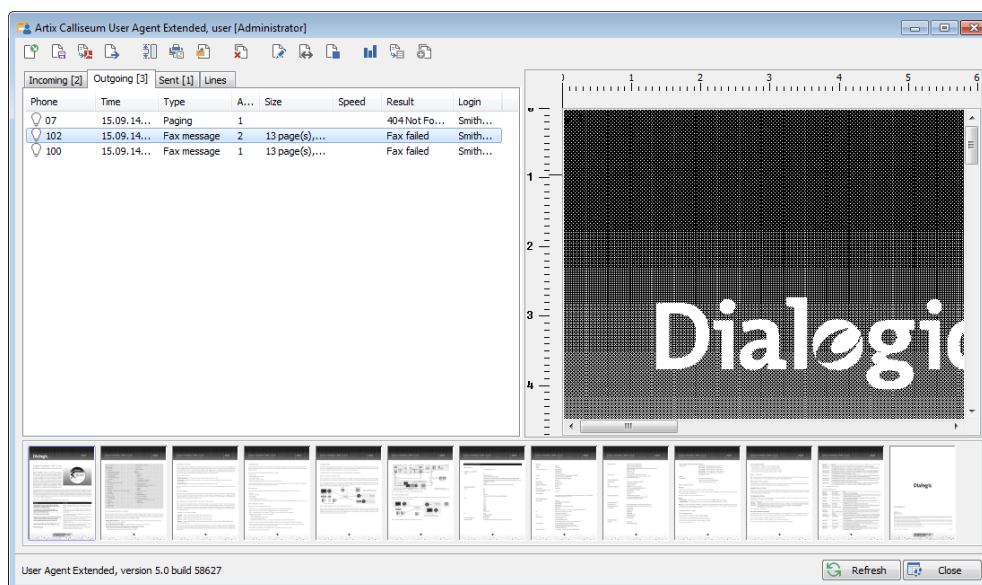
In most client programs, the system requests the username and password, bringing up the authentication window similar to the one on the [server](#) side, but allowed logging on not only the built-in users "Administrator" and "Supervisor", but also a common user.

### 4.1 User Agent, User Agent Extended

"User agent" and "User agent extended" are client utilities used to work with user's messages. "User agent extended" has additional features such as:

- 1) Displaying and direct managing of the phone calls.
- 2) Supervising messages.

All other features are identical. After authentication, the main window will show up:



On the left side of the window, there is a list of messages divided on three tabs for "Incoming", "Outgoing" and "Sent" messages. The last tab is used for displaying "Lines" and calls in real time mode.

At the top of the window, there is a [control toolbar](#) for message management.

At the bottom, pages list of the current message is displayed; the selected page is shown a fax on the right side of the window.






The messages list context menu duplicates the buttons from the control toolbar and allows selecting visible columns.

At the bottom of the window, there are standard buttons:










- **Refresh.** Manually refreshes all data.
- **Close.** Closes or hides main window.

#### 4.1.1 Control toolbar

The control toolbar buttons are used to manage the messages and has the following buttons:

-  Opens the message file. Fax message will be viewed and voice message will be played.
-  Saves the message file.
-  Exports fax message to a PDF file.
-  [Forwards](#) message to another user, email, phone or fax.
-  [Normalizes](#) fax message.



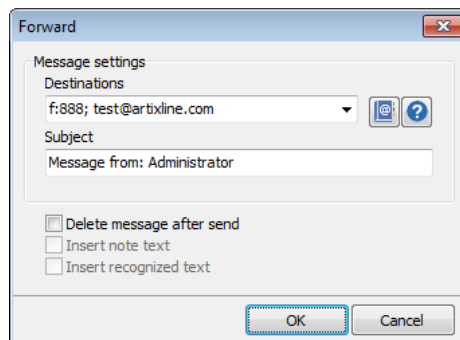
-  [Prints](#) fax message.
-  Shows/hides message notes.
-  Deletes the selected message. “Ctrl” and “Shift” keys allow multiple selection.
-  Allows [editing](#) the selected outgoing message.
-  Allows resending of the selected unsent message with the same parameters.
-  Allows/disallows message playing or viewing by the user. It can be done by either “Administrator” or “Supervisor”.
-  Shows messages [statistics](#).
-  [Exports](#) messages to a text file.
-  Merges all selected messages to the first selected one. “Ctrl” and “Shift” keys allow multiple selection.

Tray icon allows following actions:

- **Restore.** Opens the main window. The same effect could be achieved by tray icon double click.
- **Settings.** Opens a configuration window.
- **Close.** Closes “User Agent”.

## Message forward

Message can be forwarded to another email or user:



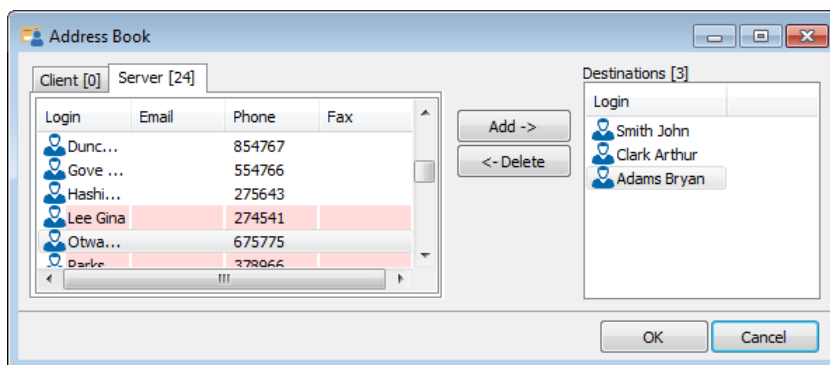
- **Email address, Login or Extension.** Specifies list of destinations delimited by “;”. On the right of this field, there is a button for inserting destinations from the [address book](#).
- **Subject.** Specifies message subject.
- **Delete message after send.** Turns on/off message deleting after being forwarded.
- **Insert note text.** Turns on/off inserting note text to the message body.
- **Insert recognized text.** Turns on/off inserting OCR recognized text as attachment.

At the bottom of the window, there are standard buttons:

- **Ok.** Forwards message and closes the window.
- **Cancel.** Cancels message forwarding and closes the window.

## Address book

If “Address book” is specified as “Native” the native “Address book” window will show up:



Here you can work with “*Server*” or “*Client*” users. “*Server*” users are managed through “*Administrator*” utility and here are displayed in read only mode. “*Client*” users can be added, modified, deleted through the context menu, and visible only on the client computer.

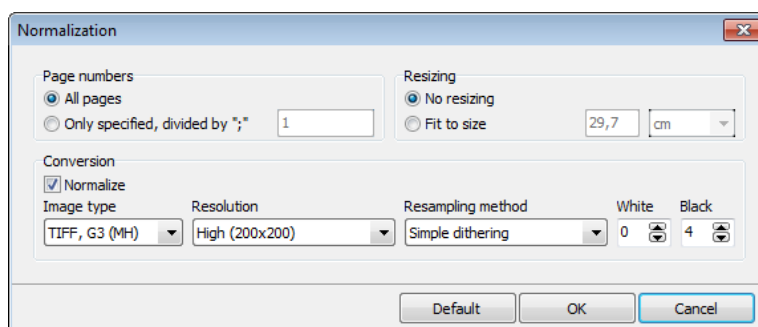
After “*Adding*” or “*Deleting*” users, the “*Destinations*” list will appear in the “*Destinations*” field of the “*Forward*” window.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves all settings and closes the window.
- **Cancel.** Cancels all changes and closes the window.

## Message normalization

Fax message can be normalized to adjust its pages size, resolution etc:



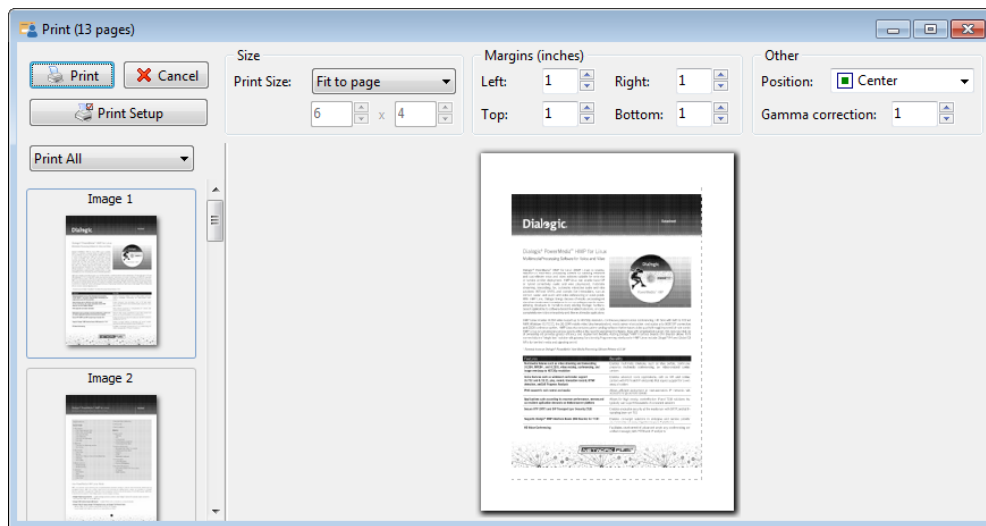
- **Page numbers.** Specify “*pages*” to be inserted to the normalized file.
- **Resizing.** Turns on/off message re-paging to “*fit*” to the specific pages size.
- **Conversion.** Turns on/off message “*resampling*”, changing its “*resolution*”, “*image*” format and “*white*” and “*black*” gains.

At the bottom of the window, there are standard buttons:

- **Default.** Sets all settings to their default values.
- **Ok.** Saves all settings, normalizes message file and closes the window.
- **Cancel.** Cancels all changes and closes the window.

## Message print

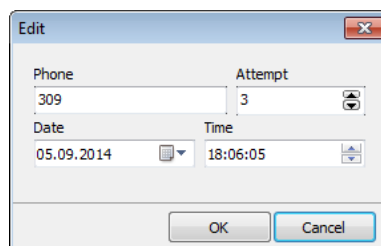
Fax message can be sent to a printer:



“Print” window has many standard printing options including printer setup, pages and margins configuration etc.

### Edit outgoing message

Outgoing message parameters can be adjusted using “Edit” window:



- **Phone.** Changes the phone.
- **Attempt.** Changes the attempt Id.
- **Date.** Changes the next attempt date.
- **Time.** Changes the next attempt time.

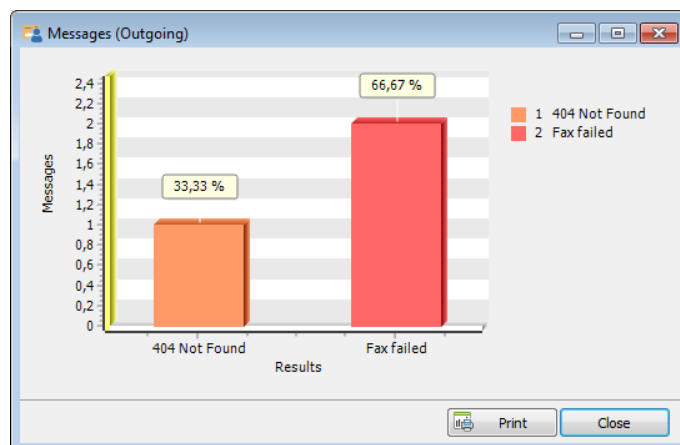
At the bottom of the window, there are standard buttons:

- **Ok.** Saves all changes and closes the window.
- **Cancel.** Cancels all changes and closes the window.

If there were several outgoing messages being selected and edited, the parameters that have been changed will be assigned to all selected messages.

### Messages statistics

Messages list can be displayed in a diagram:



Visual representation depends on the used message folder:

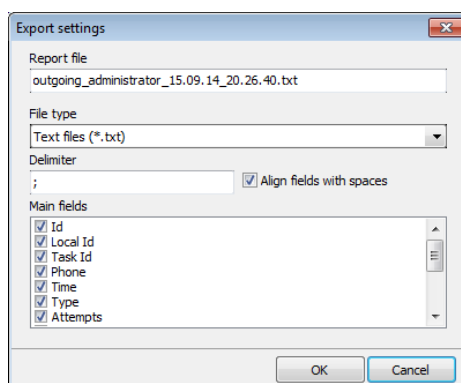
- **Incoming messages.** Number of messages (Y-axis) from line Ids (X-axis).
- **Outgoing messages.** Number of messages (Y-axis) from last results (X-axis).
- **Sent messages.** Number of messages (Y-axis) from last results (X-axis).

At the bottom of the window, there are standard buttons:

- **Print.** Brings up the print setup window where you can print the diagram.
- **Close.** Closes the window.

## Export messages

Messages list can be exported to a text file:



The 'Export settings' dialog box contains the following fields and options:

- Report file:** outgoing\_administrator\_15.09.14\_20.26.40.txt
- File type:** Text files (\*.txt)
- Delimiter:** ;
- Align fields with spaces:** ☒
- Main fields:**
  - ☒ Id
  - ☒ Local Id
  - ☒ Task Id
  - ☒ Phone
  - ☒ Time
  - ☒ Type
  - ☒ Attempts

Export settings are:

- **Report file.** Specifies export file name.
- **File type.** Specifies export file type. Possible values are:
  - 1) **Text files ".txt".** Export file is a text file.
  - 2) **Excel files ".csv".** Export file is an Excel CSV file.
  - 3) **HTML4 files ".html".** Export file is an HTML4 file better viewed in MS Internet Explorer.
  - 4) **HTML5 files ".html".** Export file is an HTML5 file better viewed in all other modern web browsers.
- **Delimiter.** Specifies field delimiter for the text files. For CSV files, the delimiter is pre-defined as ";;", for HTML files delimiter is not needed.
- **Align fields with spaces.** Specifies whether the fields of the text files are aligned or not.
- **Main fields.** Statistics table fields list where you can specify the fields to be shown in the report.

At the bottom of the window, there are standard buttons:

- **Ok.** Starts data exporting and closes the window.
- **Cancel.** Cancels data exporting and closes the window.

### 4.1.2 Fax preview panels

---

The bottom panel displays all image pages of the selected fax message and the right panel displays the selected page. Bottom panel allows selecting multiple pages and has the following context menu actions:




- 1) Delete the selected pages.
- 2) Merge the selected pages.
- 3) Print the selected pages.
- 4) Normalize the selected pages.
- 5) Recognize the selected pages.

The right panel allows zooming page using mouse wheel and moving image using mouse move with pressed left button. It has the following context menu actions:

- 1) Split the page under mouse pointer.
- 2) Flip the page.
- 3) Print the page.
- 4) Recognize the page.

### 4.1.3 Voice message panel

---

To listen to the voice message through a PC audio card select the message and press play button (). Voice file play can be stopped () or paused ().

### 4.1.4 User Agent settings

---

To manage "User Agent" configuration the "Configuration" window is used. Each configuration tab will be described below. The "Configuration" window is called by pressing the "Settings" tray menu item.

On the left side of the window, there are category buttons, which are linked to specific configuration tabs.

At the bottom of the window, there are standard buttons:

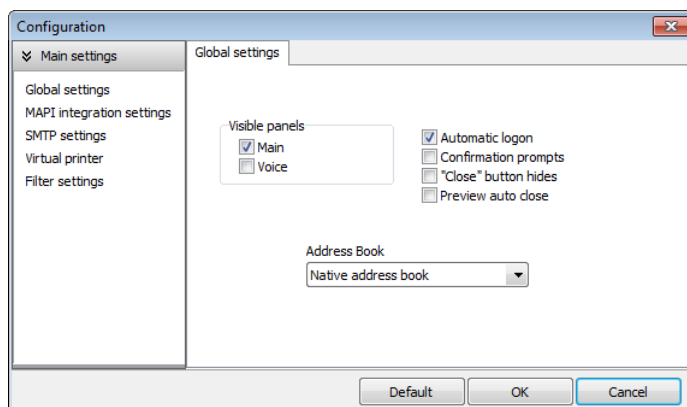
- **Default.** Sets all configuration settings of the current tab to their default values.
- **Ok.** Saves all configuration settings changes and closes the window.
- **Cancel.** Cancels all configuration settings changes and closes the window.

#### Main settings group

This group of settings affects most common aspects of User-agent behavior.

#### Global settings

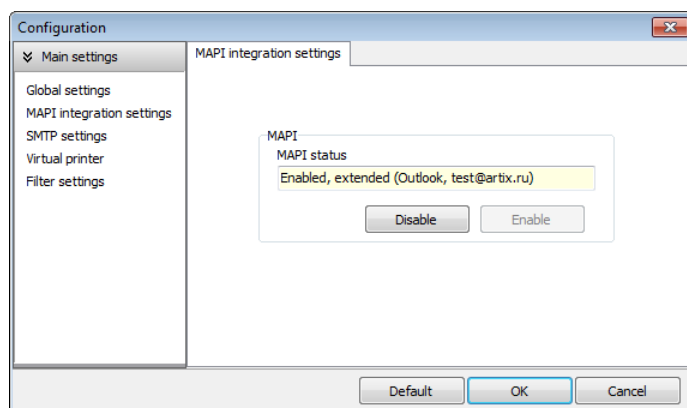
This tab is used for specifying global settings:



- **Visible panels.** Specifies the panels to be shown in the main window:
  - 1) *Main.* Shows/hides [control toolbar](#).
  - 2) *Voice.* Shows/hides [voice message panel](#).
- **Automatic logon.** Turns on/off automatics user logon.
- **Confirmation prompts.** Turns on/off confirmation prompts.
- **Close "button" hides.** Specifies whether "Close" button from the main window exits the "User agent" or just hides it.
- **Preview auto close.** Turns on/off automatic hiding of the [fax preview panels](#).
- **Address book.** Specifies the address book used in [forward](#) window:
  - 1) *Native address book.* Internal address book.
  - 2) *Outlook address book.* MS Outlook address book

### MAPI integration setting

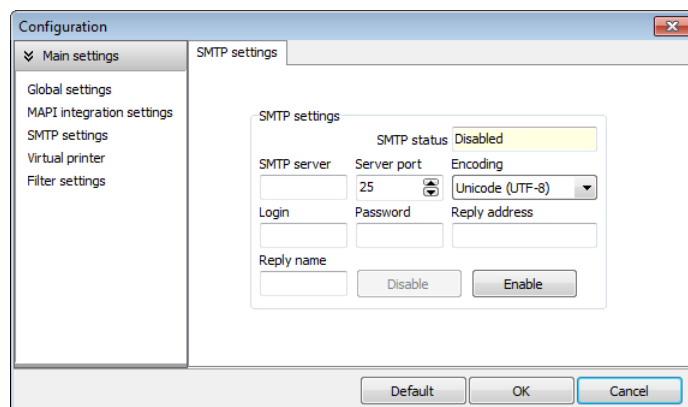
Here you can configure Extended MAPI settings for connection to MS Exchange Server:



Buttons "Disable" and "Enable" turn off/on using Extended MAPI. "Verbose MAPI log" turns on/off logging to "mapi.log" file. "Delete read MAPI messages" turns on/off deleting of already read messages.

### SMTP settings

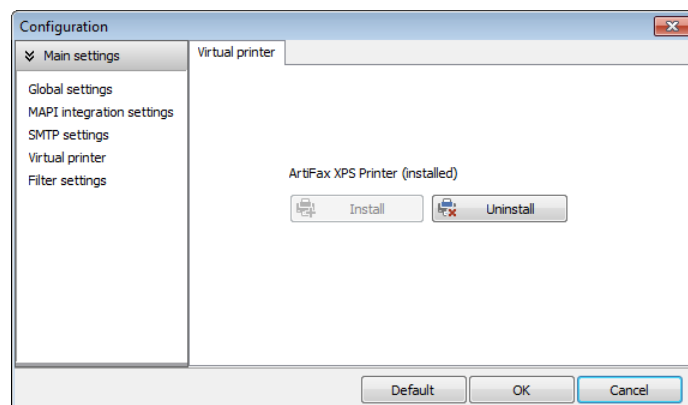
Here you can configure SMTP settings for outgoing mails:



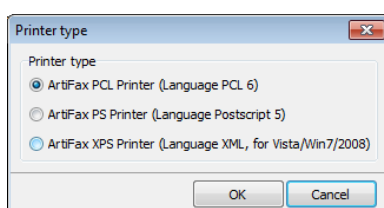
For SMTP connection, you need to configure standard SMTP settings: “SMTP server”, “Server port”, “Encoding”, “Reply address”, “Reply name”, “Login” and “Password”. Buttons “Disable” and “Enable” turn off/on using SMTP.

### Virtual printer

Here you can configure virtual printer settings:



Virtual printer can be uninstalled or installed from here. During printer installation, the “Printer type” window will show up:



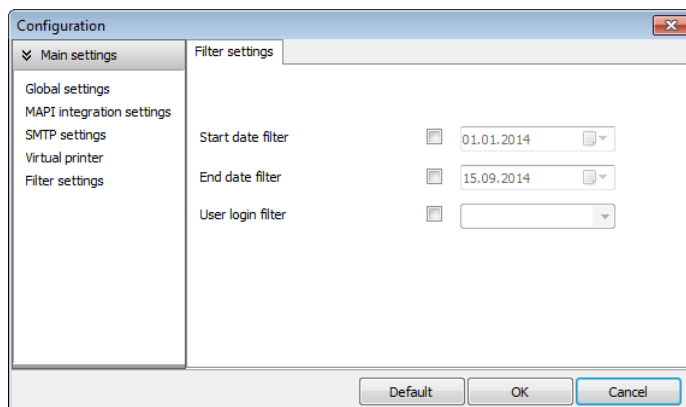
- **Printer type.** Specifies the printer language to be used:
  - 1) *Artifax PCL Printer.* Works on all Windows version using PCL 6 language.
  - 2) *Artifax PS Printer.* Works on all Windows version using Adobe PostScript 5 language. Better to use it when most of the printing documents are Adobe Acrobat PDF files.
  - 3) *Artifax XPS Printer.* Works on Windows from Vista and higher using XPS language. Modern MS language, better to use it for Windows 7 and higher.

At the bottom of the window, there are standard buttons:

- **Ok.** Installs a virtual printer.
- **Cancel.** Closes the window.

## Filter settings

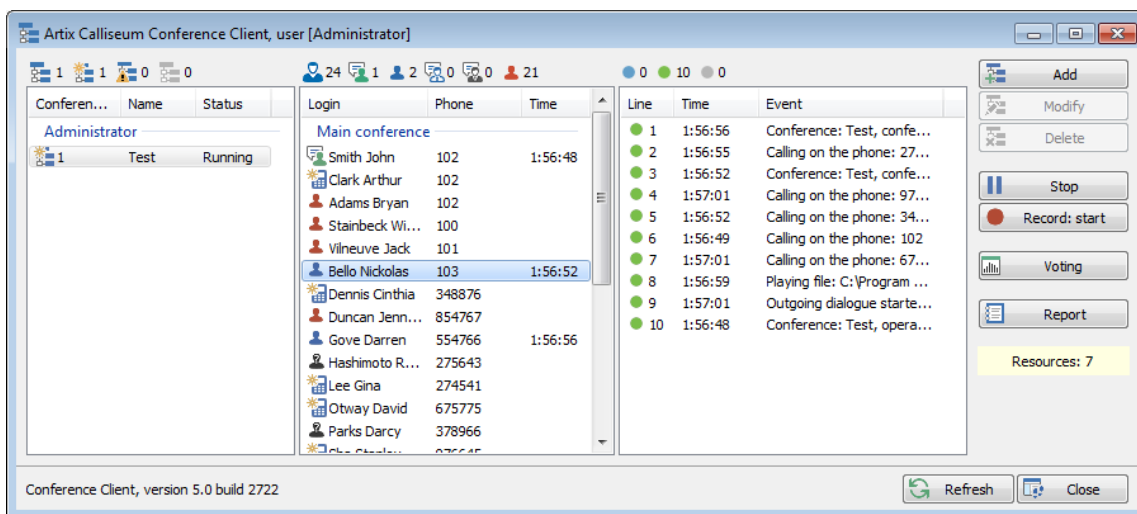
Here you can configure message filter settings:



- **Start date filter.** Turns on/off displaying messages that have been added after this time.
- **End date filter.** Turns on/off displaying messages that have been added before this time.
- **User login filter.** Turns on/off displaying messages for the specific user.

## 4.2 Audio Conference Client

“Audio conference client” module is a client module required for administration and visual control of the audio conferences. After the authentication, main window will show up:



On the left side of the window, there is a list of all saved conferences owned by the logged user. Each saved conference can have one of these statuses:

- **Stopped.** The conference is not running.
- **Starting, Stopping.** The conference is in the process of starting or stopping.
- **Running.** The conference is active.


The status pane on the top of the list shows the number of conferences in a specific state.








The conferences list context menu has the following actions that are duplicated by the buttons on the right side of the window:

- **Add.** Adds a new conference.
- **Modify.** Modifies the selected, “Stopped” conference.
- **Delete.** Deletes the selected, “Stopped” conference.
- **Start.** Starts execution of the selected, “Stopped” conference, result: the conference is “Starting”.



- **Stop.** Stops execution of the selected, not *"Stopped"* conference, result: the task is *"Stopping"*.
- **Record: start/stop.** Starts/stops the selected conference recording.
- **Voting.** Displays a voting window if the task is *"Running"*.
- **Report.** Displays a reports window.
- **Visible columns.** Allows selecting the list columns.
- **Visible panels.** Allows selecting the visible panels.

In the middle, there is a conferees (conference participants) list if the conference is not *"Stopped"*. Each conferee  can have one of these statuses:




-  **Not active.** The conferee is not currently present in the conference.
-  **Calling.** The conferee is not currently present but the system is calling him on the phone.
-  **Unknown.** The conferee is in transition status.
-  **Mute.** The conferee participates in the conference in passive mode.
-  **Speaking.** The conferee participates in the conference in active mode.
-  **Coach.** The conferee participates in the conference in active mode but can only speak to *"Pupil"*.
-  **Pupil.** The conferee participates in the conference in active mode and the only one who can hear the *"Coach"*.

The status pane on the top of the list shows the number of conferees in a specific state.

The conferees list context menu has the following actions that are duplicated by the buttons on the right side of the window:

- **Call.** Calls the selected *"Not active"* conferee.
- **Change status.** Modifies the selected *"Active"* conferee status.
- **Delete.** Deletes the selected, *"Active"* conference.
- **Record: start/stop.** Starts/stops the selected the conference recording using the selected conferee's line.
- **Sub-conference.** Manages a sub-conference.
- **Visible columns.** Allows selecting the list columns.
- **Visible panels.** Allows selecting the visible panels.

The right list displays all lines installed in the system. Each line can have one of these statuses:

-  **Idle.** The line is doing nothing.
-  **Active.** The line is in active state.
-  **Inactive.** The line is either disabled or inaccessible to the user.

The status pane on the top of the list shows the number of lines in a specific state.

The lines list context menu has the following actions that are duplicated by the buttons on the right side of the window:

- **Terminate.** Terminates the call on the selected active line.
- **Visible columns.** Allows selecting the list columns.
- **Visible panels.** Allows selecting the visible panels.

At the bottom of the window, there are standard buttons:

- **Refresh.** Manually refreshes all displayed information.
- **Close.** Closes or hides main window.

### 4.2.1 Create and modify conferences

To create a new conference or modify the existing one, the same *"Conference settings"* window is used. The process of conference creating or modifying is a wizard with a few steps, some of which can be omitted.

At the bottom of the window, there are common buttons for all steps:

- **Back.** Displays the previous step.
- **Next.** Displays the next step.
- **Ok.** Saves the conference settings and closes the window.
- **Cancel.** Cancels changes and closes the window.

## Main settings

Conference settings

Main settings

Name Test2

---

Voice Id

End voice file

Language English

Conference Id 0

Step 1 from 6

Back Next OK Cancel

Task main settings are adjusted here:

- **Name.** Specifies the conference name.
- **Voice id.** Specifies the voice file, which is used to identify the conference.
- **End voice file.** Specifies the voice file to be played when the conference is stopping.
- **Language.** Specifies the conference language.
- **Id.** Specifies the unique conference Id, it is filled automatically by the system for a new conference.

## Conferees

Conference settings

Conferees

Available (24)

Login	Extension
Smith John	102
Clark Arthur	256441
Adams Bryan	132430
Stainbeck Wil...	206543
Vilneuve Jack	467435
Bello Nickolas	245756
Dennis Cinthia	348876
Duncan Jennifer	854767

Status: Speaking

Add -> <- Delete Add all ->> <<- Delete all

Used (8)

Login	Extension
Clark A...	256441
Adams ...	132430
Stainbe...	206543
Bello Ni...	245756
Vilneuv...	467435
Dennis ...	348876
Duncan...	854767

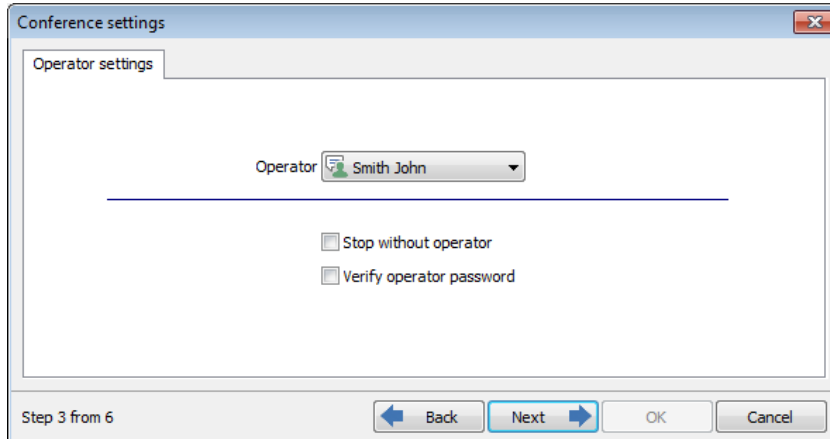
Step 2 from 6

Back Next OK Cancel

Here you can specify the users, which will be the conferees of the current conference.

On the left side of the window, there is a list of all "Available" users, on the right side – a list of "Used" users. Buttons "Add", "Delete", "Add all" and "Delete all" manage these lists. The initial status of the newly added conferees is specified in the drop-down "Status" list.

## Operator settings

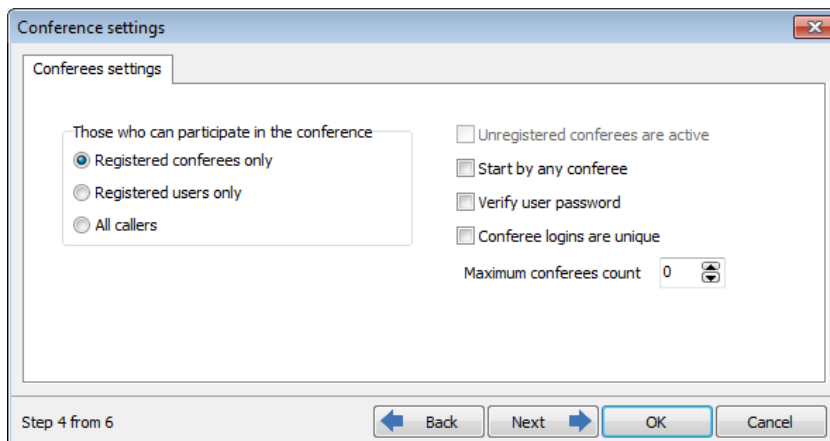


The dialog box titled "Conference settings" has a tab labeled "Operator settings". It contains a dropdown menu for "Operator" with "Smith John" selected. Below this are two checkboxes: "Stop without operator" and "Verify operator password". At the bottom, it says "Step 3 from 6" and has "Back", "Next", "OK", and "Cancel" buttons.

Here you can specify the operator – a user that is the first conferee and is able to manage the conference through the phone.

- **Stop without operator.** Turns on/off automatic conference stopping if the operator leaves the conference.
- **Verify operator password.** Turns on/off verifying the operator's password.

## Conferees settings

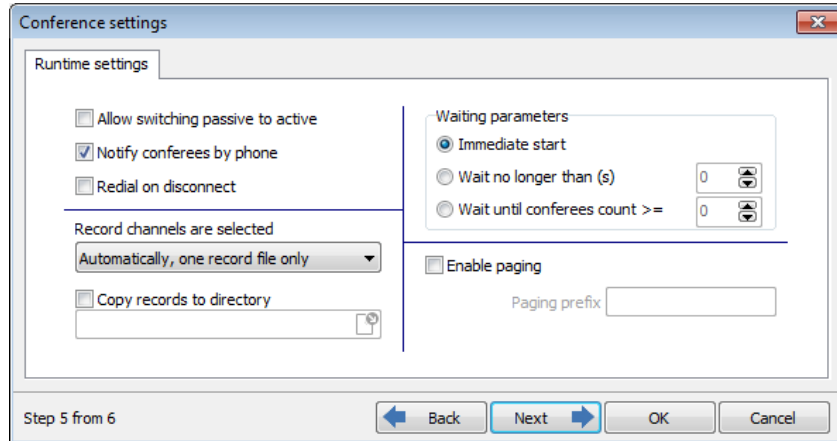


The dialog box titled "Conference settings" has a tab labeled "Conferees settings". It contains a group box "Those who can participate in the conference" with three radio buttons: "Registered conferees only" (selected), "Registered users only", and "All callers". To the right are three checkboxes: "Unregistered conferees are active", "Start by any conferee", and "Verify user password". Below these is a checkbox "Conferee logins are unique" and a "Maximum conferees count" field with a value of 0 and a spinner. At the bottom, it says "Step 4 from 6" and has "Back", "Next", "OK", and "Cancel" buttons.

Here you can specify some conferees settings.

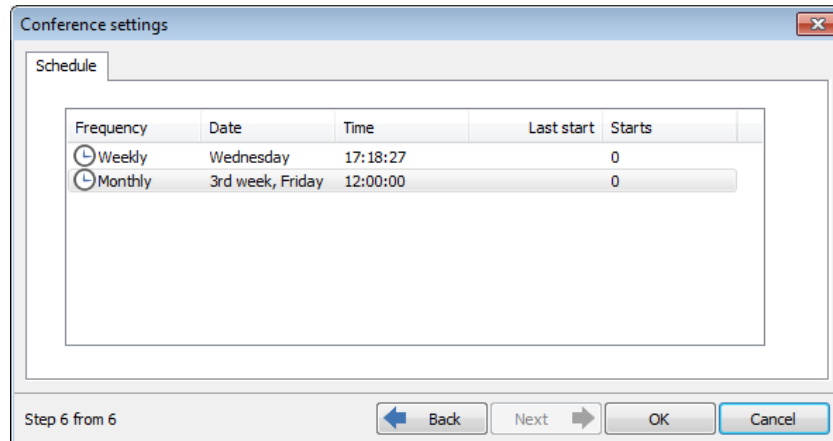
- **Those who can participate in the conference.** Specifies who can participate in the conference:
  - 1) *Registered conferees only.* Only specified [conferees](#) can participate in the conference.
  - 2) *Registered users only.* All registered [users](#) can participate in the conference.
  - 3) *All callers.* The conference is for everyone.
- **Unregistered conferees are active.** Specifies the initial status of the unregistered conferees.
- **Start by any conferee.** Turns on/off the conference mode where it can be started by any conferee who automatically becomes the operator of the started conference. The parameter works only when the [ConferEx](#) dialogue is used for incoming calls.
- **Verify user password.** Turns on/off verifying the user's password.
- **Conferee logins are unique.** Turns on/off allowing joining the conference multiple conferees with the same login.
- **Maximum conferees count.** Specifies the maximum number of conferees allowed in this conference. No conferee can join the conference if this limit is reached ("0" – no limits).

## Runtime settings



- **Allow switching passive to active.** Turns on/off allowing the conferees to change their status by pressing the [special keys](#) on the phone. If the setting is off pressing these keys does not change the status but makes the operator to see the conferee's desire to do it by changing the status icon.
- **Notify conferees by phone.** Turns on/off calling the conferees at the start of the conference.
- **Redial on disconnect.** Turns on/off re-calling the conferee if the call is disconnected.
- **Record channels are selected.** Specifies how the system should select the conference recording line:
  - 1) *Automatically, one record file only.* Means that recording line should be selected automatically.
  - 2) *Manually, one record file only.* Means that recording line should be selected manually in the conferees list.
  - 3) *Manually, multiple record files.* Means that recording line should be selected manually in the conferees list and that these lines can be many.
- **Copy records to directory.** Turns on/off copying conference record files to the specified directory.
- **Waiting parameters.** Specifies whether the system should wait for the conferees to be gathered before starting the conference:
  - 1) *Immediate start.* The conference is started immediately after the operator is connected.
  - 2) *Wait no longer than (s).* The system waits for specific length of time in seconds and then starts the conference. If all conferees are gathered before the time is expired, it starts immediately ("0" no waiting).
  - 3) *Wait until conferees count >=.* The system waits for specific number of conferees and then starts the conference. If all conferees are gathered before the time is expired, it starts immediately ("0" no waiting).
- **Enable paging.** Turns on/off PBX paging notification before the conference is started.
- **Paging prefix.** Specifies the phone number that is used for PBX paging.

## Schedule



The conference can be started automatically by the schedule.

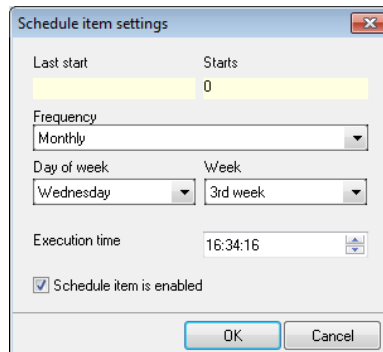
In the center of the tab, there is a list of schedule items, which is operated through the context menu.

Possible actions are:

- **Add**. Adds a new schedule item.
- **Modify**. Modifies the selected schedule item.
- **Delete**. Deletes the selected schedule item.

### Schedule item settings

To create a new schedule item or modify the existing one, the same “Schedule item settings” window is used:



Here you can specify schedule item settings.

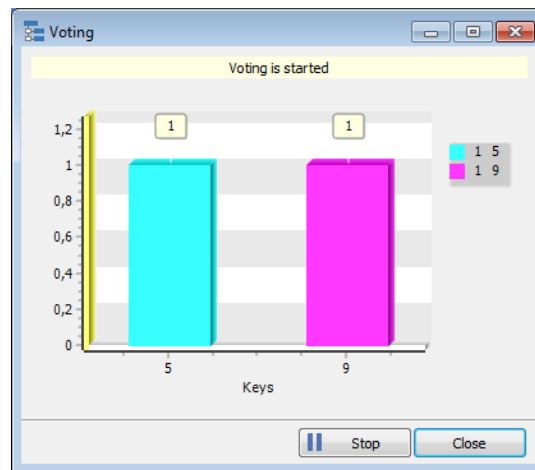
- **Frequency**. Specifies how often conference should be started – “single start”, “daily”, “weekly” or “monthly”. Each frequency type has specific parameters defining the conference start date, such as “Week”, “Day of week” and “Exclude weekends”.
- **Execution time**. Specifies start time of the conference.
- **Schedule item is enabled**. Specifies the schedule item status.

At the bottom of the window, there are standard buttons:

- **Ok**. Saves schedule item settings and closes the window.
- **Cancel**. Cancels changes and closes the window.

## 4.2.2 Voting

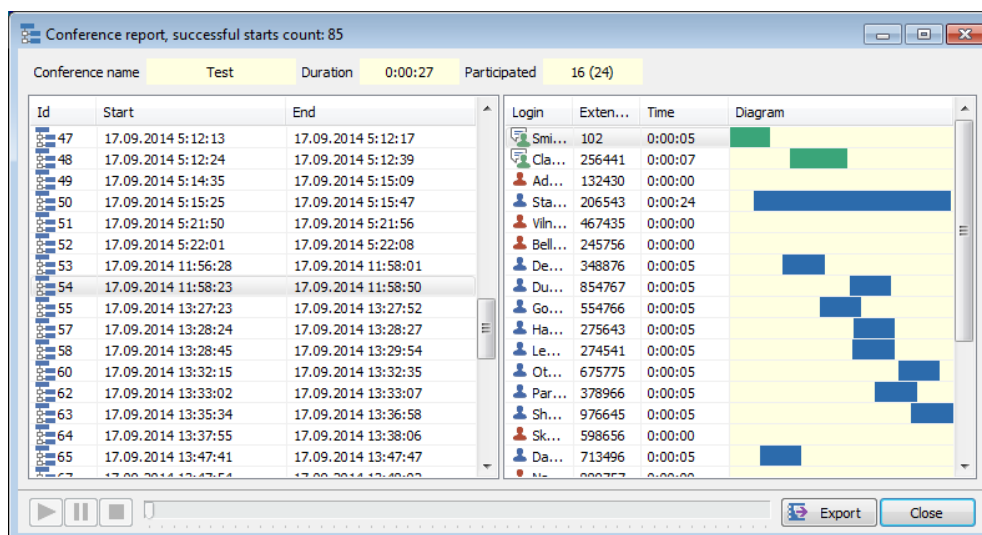
There is an option of conducting the voting amongst the conferees. This might be used to clarify their opinion on a certain matter:



To start counting votes simply press the “Start” button and the voting begins. Each conferee may vote by pressing any key on his keypad, pressing multiple keys is allowed but only the last key is used. All pressed keys are summarized and displayed in the chart.

### 4.2.3 Report

You can view or export to a text file the conferees report of every conference execution in the “Conference report” window:



On the left side, there is a list of all conference executions, on the right side - a list of all conferees of the selected execution. Recorded conference execution is marked with a circle; the records can be played using the audio player at the bottom. If there are many records of the conference execution then you can play each record by selecting the conferee from the right list.

The context menu of the conference executions list has the following options:

- **Delete.** Deletes the selected execution.

The context menu of the conferees list has the following options:

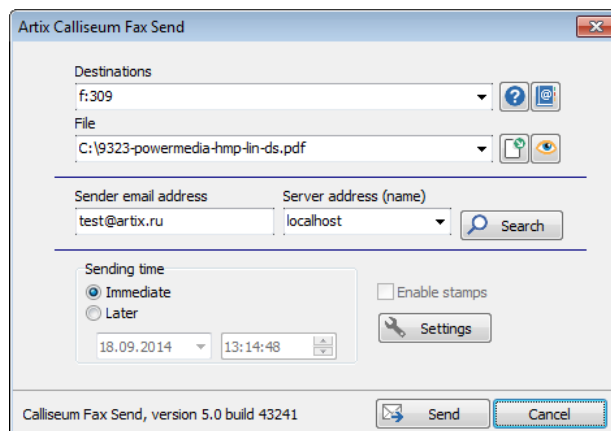
- **Visible columns.** Allows selecting the list columns.

At the bottom of the window, there are standard buttons:

- **Export.** Exports the selected execution to a text or an HTML file. The export window is the same as in all other export windows like in [this](#) one.
- **Close.** Closes the window.

## 4.3 Fax Send

"Fax send" is a client utility used to prepare outgoing fax messages. It can be run directly from Windows menu or automatically when printing to a virtual fax printer ArtiFax:



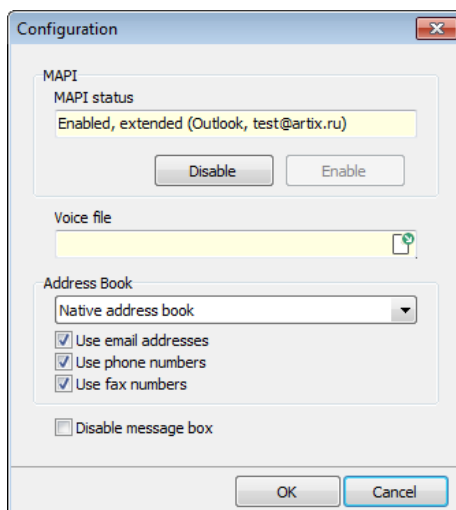
- **Destinations.** Specifies message destinations divided by ";" or "," by default. On the right of this field, there is a button for inserting destinations from the [address book](#).
- **File.** Specifies message file to be sent. If the utility is called while virtual printing to a fax, this field is unavailable and filled with the "printed" image file. On the right of this field, there is a button for message preview.
- **Sender email address.** Specifies user's email address that is used by the server to identify the user.
- **Server address (name).** Specifies server DNS name or IP address. After "Searching" for a server, it should be "Found" for the utility to work properly. "Searching" for a server is not a required procedure cause before sending the message it is done automatically.
- **Sending time.** Specifies when the first send attempt should be made:
  - 1) *Immediate.* The message will be started to send as soon as the server has a free line to call.
  - 2) *Later.* The message will be started to send at a specified date and time.
- **Enable stamps.** Turns on/off searching for the stamps tags and inserting the stamps.
- **Settings.** Brings up the "Configuration" window.

At the bottom of the window, there are standard buttons:

- **Send.** Sends the message to a server and closes the window.
- **Close.** Closes the window.

### 4.3.1 Fax Send Settings

To manage "Fax Send" configuration the "Configuration" window is used:



- **MAPI status.** Turns on/off using Extended MAPI in the utility.
- **Voice file.** Specifies a personal voice file to be played before message sending.
- **Address book.** Specifies the address book used to fill “Destinations” field:
  - 1) *Native address book.* Internal address book.
  - 2) *Outlook address book.* MS Outlook address book.
- **Use email address.** Turns on/off using users’ emails as destinations.
- **Use phone numbers.** Turns on/off using users’ phones as destinations.
- **Use fax numbers.** Turns on/off using users’ faxes as destinations.
- **Disable message box.** Turns on/off displaying message box about placing the message to a server outbound queue.

At the bottom of the window, there are standard buttons:

- **Ok.** Saves all configuration settings changes and closes the window.
- **Cancel.** Cancels all configuration settings changes and closes the window.



## 5 Appendixes

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### 5.1 Built-in dialogues

#### 5.1.1 Basic audio conference dialogue "Confer"

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##### Description

The dialogue allows the callers starting of the stopped conference or joining one of the active conferences by calling back to the system. The dialogue is divided into two main branches: one for [operators](#) for starting conferences and the other for the common [conferees](#) for joining the conference.

##### Special dialogue settings

- **Use operator branch.** Turns on/off dialogue branch using by operators to start the conference.
- **Check operator password.** Turns on/off verifying operator password.
- **Use all voice files.** Turns on/off playing system audio files.
- **Use ANI for identification.** Turns on/off using ANI call information as the user identification.
- **Use DNIS for operator.** Turns on/off using DNIS call information as the operator's actions.

##### Conferee branch algorithm

The dialogue branch is started if the caller did not press the "1" key at the dialogue start. Then the system prompts the caller to enter a conference Id, verifies the password if needed and connects him to the conference.

##### Operator branch algorithm

The dialogue branch is started if the caller pressed the "1" key at the dialogue start. Then the system prompts the caller to enter a conference Id, verifies the password if needed and either starts the conference or connects him to the conference.

##### Operator's capabilities

During the conference, the operator has most of the abilities to manage the conference as if in the [Audio Conference client](#) utility using the phone keypad. Every operator code begins with "0", and to speed up the command can be ended by the "#" key.

- **01[conferee's extension].** Adds a new conferee to the conference, e.g. the code "015678" means: call the conferee with the "5678" extension.
- **02[conferee's extension].** Removes the conferee from the conference, e.g. the code "025678" means: remove the conferee with the "5678" extension.
- **03[conferee's extension].** Change the conferee's status, e.g. the code "0325678" means: change status of the conferee with the "5678" extension.
- **04.** Stops the conference.
- **05.** Starts conference recording.
- **06.** Stops conference recording.

### 5.1.2 Extended audio conference dialogue "ConferEx"

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#### Description

The dialogue allows the callers starting of the stopped conference or joining one of the active conferences by calling back to the system. Unlike to the [Confer](#) dialogue the "ConferEx" dialogue is not divided to branches and the single branch is used for both operators and conferees.

#### Special dialogue settings

The same as in the [Confer](#) dialogue.

#### Dialogue algorithm

The dialogue is started by prompting the caller to select the conference Id and if the system detects the caller as an operator, it allows him starting one of his conferences or joining the active one. If the caller is not an operator, then he is only able to join one of the active conferences.

#### Operator's capabilities

The same as in the [Confer](#) dialogue.

### 5.1.3 Basic fax server dialogue "ArtiFax"

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#### Description

The dialogue allows the callers send fax messages to the fax server.

#### Special dialogue settings

- **Number of digits in the extension.** Specifies the length of the PBX extension.
- **Maximum number of attempts.** Specifies the maximum of allowed bad extension typing counts.
- **Greeting timeout.** Specifies the length of time system waits for a tone digit.

#### Dialogue algorithm

After answering a call, the system plays a general company greeting and prompts the caller to enter an extension. This behavior is affected by the [DTMF routing](#) and [unaddressed messages](#) parameters.

The caller has several attempts to enter the valid extension. After a correct extension is entered, the caller listens to a user's personal greeting and then he is allowed sending a fax to the specified user.

### 5.1.4 Obsolete dialogues

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Some dialogues have lost their values but are still in the system for compatibility purposes.

#### Empty dialogue Null

This dialogue is just a placeholder that performs no actions and even does not answer the call.

#### Voice mail dialogues VMail, VMailEx

These dialogues are for working with both fax and voice mail messages. Use [Artifax](#) dialogue instead.

### Automatic informer AutoInf

This dialogue simply searches for the user in database and plays his balance information. Use script dialogue instead.